

STACY SHAW

(415) 871-7729

DENTAL OFFICE POSITION UTILIZING 20+ YEARS, EXPERIENCE IN THE
KNOWLEDGE OF PRINCIPALS, PRACTICES, AND PROCEDURES OF DENTISTRY

Education: A.A. degree, R.D.A., Office Manager, Treatment coordinator
Certificates: X-Ray, C.P.R., Coronal polishing, Insurance Billing Specialist, Appeals.
Experience: General Dentistry, Orthodontics, Endodontic, and Perio.

**Applying for: Financial coordinator / Office Manager/ Insurance Billing specialist
20 years experience. Financial coordinator/Office Manager/Insurance specialist**

FRONT OFFICE DUTIES: Dentrix Software, Patient Base, Easy Dental, Open Dental, Ortho. Tops, Eaglesoft
Insurance billing, Insurance problem Solving, Patient Treatment plans, financial arrangements, scheduling doctors and
hygiene.

FINANCIAL COORDINATOR, A/P, A/R, and collections kept current.

Front and Back office: **highly organized, and dedicated.**

LAB WORK: Applying Brite Smile, Bleaching Trays, Impressions, and Ortho. Retainers

EXTENDED DUTIES: A.A. degree BA. Business, R.D.A., X-ray, Patient education, Surgery, Sterilization,
Temp.crowns, Bonding, Crown impressions, Implants, Office Bleaching, Dental insurance specialist, problem solving
computer set up.

Financial coordinator, Office Manager, Invisalign certification, paperless office, Insurance specialist

Work Experience:

**Working in Santa Barbara, in periodontics/ Microscopic dental practice, Set up new dental
practice/Insurance specialist/ Office manager**

Dr.Stacie Fenderson.DDS.	Orthodontist	262 Auburn, St.
Office Manager, Treatment coordinator, Insurance specialist.		Grass Valley, Ca.95945 (530) 272-9661
Dr. Madill DDS.		500 Sutter St. #303
Office Manager. RDA 2yr.4mo.	General Dentist	San Francisco, Ca. 94102(415) 397-2342
Dr. Louis H. Green, D.M.D.	Periodontics	3641 Sacramento Street
Office manager 1yr	Dr. Retired /sold practice	San Francisco, Ca. 94118(415) 563-0313
Dr. Abate DDS. Office Manager, 3 yrs. RDA	General Dentist Doctor/went to work for his dad	490 Post St. #1218 San Francisco, Ca. 9410 (415) 989-1001
Dr. Streacker DDS. Office Manager, 4 yr.6mo. RDA.	General Dentist	450 Sutter St. #1808 San Francisco, Ca. 94108(415) 392-8611
Dr. Rouda DDS. Office Manager, 4 yrs.	Doctor/sold practice Doctor pass away	490 Post St. #1226 San Francisco, Ca. 94102 (415)392-1478
Dr. Hochwald DDS. Office Manager, 10 years/ RDA.		316 S. Auburn St. #1 Grass Valley, Ca. 95945(530) 273-4926

THOMAS J. MADILL, D.D.S.
500 SUTTER STREET, SUITE 303
SAN FRANCISCO, CALIFORNIA 94102
TELEPHONE (415) 397-2342

To Whom It May Concern:

This letter is to highly recommend Ms. Stacy Shaw for the position of dental office manager/financial and insurance coordinator. She has excelled in this position in her over two years of employment with me. Stacy was able to recover long- outstanding account receivables, increase collections, persuade insurance companies to raise our fees and correct billing problems inherited from her predecessor, among many other things. She provided the framework for me to increase my production and collections to the highest levels I have ever achieved in my more than 30 years of practice.

Stacy is very hardworking, extremely loyal and very reliable.

She always puts the affairs of the office first.

I have a small-volume dental practice and only one full-time employee. When Stacy was at the front desk I always knew that everything was taken care of. I did the dentistry and she did everything else. She greeted and seated patients, scheduled appointments, ordered office supplies, administered the recall system, billed and collected accounts, pulled and filed charts, dealt with insurance companies and did many other things too numerous to list. She has a warm personality, winning smile and the patients loved her. Stacy has the knack of establishing rapport with the patients and getting them to relax before their appointment.

Stacy Shaw would be an invaluable addition to any office. I cannot recommend her highly enough. Please do not hesitate to call me for further information.

Sincerely,





Looking for Long-Term. Monday-Thursday. Office manager, Insurance specialist, Billing, treatment, financial coordinator
45.00 hr.

I would like to start off by introducing myself Stacy Shaw. I have experience in opening dental practices from start to finish. Set up computer system's software, Dentrax, Dexis, Open Dental, Easy Dental. Back office set up, Op's. Staff. I enjoy golf, swimming, skiing, and long hikes and walk. Returning to San Francisco, Sept. 1, 2020. I repairing, dental office/ insurance Thank you for taking the time to review my resume. I look forwarding in hearing from you.

- Examine and analyze patient ledgers to determine proper billing
- Communicate effectively with various insurance companies to verify and resolve any discrepancies
- Submits dental claims to insurance companies online, by mail, and by fax
- Review EOB's to ensure all procedures are paid correctly and in a timely manner
- Appeal non-paid procedures by either calling or sending a narrative
- Work aging report to ensure all claims are paid properly
- Review delinquent accounts and send appropriate correspondence

Sincerely,

Stacyshaw@aol.com

STACIE FENDERSON

FENDE ORTHODONTICS

To Whom It May Concern,

Stacy Shaw came to work for Fende Orthodontics in February of 2013. Stacy joined our team as the Treatment Coordinator and Financial Manager. I highly recommend her in these roles in a dental practice.

We have been very appreciative of her ability to handle and collect from Insurance companies. She knows her way around their regulations and knows their quirks. She learned our Practice Management software quickly, as she had worked with financial management software previously, and only needed to adapt her knowledge to ours. She began the process of updating the financial accounts of all our patients, bringing them up to date, correcting them and getting billing going and contracts set up properly. Almost immediately, the level of patient confidence and satisfaction with our financial management of their accounts improved.

Stacy is very friendly with people, using her years of experience to manage and settle financial issues as they arose. She handles people in a very understanding and kind manner, listening to their concerns and seeking to meet their needs. Her handling of people puts the patient at ease and helps them feel that they are being heard.

What has been especially beneficial is Stacy's ability to sell. With years of experience in sales in Dentistry and other fields, she brought that skill to the role of Treatment Coordinator. Unlike others who have been in that position, Stacy knows how to ask for and close a sale. Professional sales people often have trouble with that. Stacy is good at it, and the number of people who have agreed to start treatment went from around 40-50% to over 95%, way above the average for Orthodontics.

These skills have made Stacy Shaw a valuable and much appreciated part of our staff. We are not interested in losing her,

Sincerely,



Brenda Fenderson
Office Supervisor for Fende Orthodontics