

Alejandrina B. Torres

(413) 246-7364 | Email: Alejandrtrrs19@gmail.com

SUMMARY

An experienced administrative professional with a strong background in front desk operations, insurance claims management, and dental office administration. Key skills include team collaboration, behavior management, incident reporting, software proficiency, and classroom management. Looking for a role in the dental field to leverage newly obtained skills and training.

EXPERIENCE

Charter Oak Dental, Hartford, CT

August, 2018 – September, 2019

Front Desk Administrator

- Performed variety of Clerical duties
- Managed Insurance Claims for Medicaid and Commercial Insurance
- Managed Patient Accounts and Client Financial Matters
- Ensured Quality Service to develop long-term relationships with our Patients
- Formulated End of the day reports for accuracy of Account Settlement

Apple Dental, LLC, New Britain, CT

July, 2017 – December, 2017

Front Desk Administrator

- Performed Reception Duties such as Scheduling Appointments, check-In Patients
- Handled Medical and Dental Insurance Claims for Medicaid and Commercial Insurance
- Coordinated Financial Treatment Plans to Implement Productivity

Brilliant Smile Dental, Meriden, CT

September, 2016 - July, 2018

Front Desk Administrator

- Verified and Installed Commercial Insurance for Financial Treatment Plan Presentation
- Discussed and Implemented Payment Options with Patients to Improve Productivity
- Submitted Financial Pre-Treatment Estimates for Dental Insurance Payment Accuracy
- Used Clearing Houses such as Claim Connect Dental Exchange for Electronic Claim Submission
- Dental Lab Duties: Poured Models, Fabricated Night Guard and Bleaching Trays
- Assistant to General Dentist

Columbia Dental, Manchester, CT

May, 2014 - June, 2023

Commercial Insurance Specialist & Clinic Coordinator

- Collected Data from Commercial Insurance Companies
- Verified and Installed Dental Benefits to Maximize Treatment Plan Accuracy
- Used Commercial Insurance Online Portals to maintain Time-Management and Meet Deadlines
- Utilized Exceptional Detail to minimize Claim Processing Errors
- Presented Treatment Plans with Payment Options for Patient Financing
- Supervised the Hygiene Clinic in the Manchester Location
- Performed Weekly Inventory for Hygiene Supplies
- Maintained weekly sterilization and hygiene logs to ensure practice safety
- Trained to Operate I-CAT for Cephalometric Radiographs

Globus Dental, Manchester, CT

August, 2012 - November, 2013

Per Diem Dental Assistant

- Assistant to General Dentist
- Maintained Operatory and Sterilization Area
- Used Kodak Imaging for Dental Digital Radiographs
- Presented Treatment Plans with Financial Program options such as Care Credit
- Formulated reports for Treatment Authorizations to Promote Productivity

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I Smile Family Dentistry, East Hartford, CT

August, 2012 - December, 2013

Per Diem Dental Assistant

- Assistant to General Dentist
- Dental Lab: Poured Models, Fabricated Custom Tray for final impression and Night Guards
- Became Knowledgeable with Chairside Assisting
- Became Prompt with Infection Control and Sterilization Protocols
- Utilized Dentrax (Vixwin) Software to Prepare, Expose and Mount Dental X-ray Films

EDUCATION

CSDAs Smile Success Center Pre-job training for Dental Assistants, Southington, CT

Certificate – September, 2024

C.E. Insurance Billing and Coding

Certificate – October, 2017

CREC Adult Education, Hartford, CT

High School Diploma -- May, 2009