

# Sonja Mullin

## **Dental Assistant/ Patient Care Coordinator**

Vancouver, WA 98682

[sonjamullin3\\_mqy@indeedemail.com](mailto:sonjamullin3_mqy@indeedemail.com)

+1 360 448 1570

Well-organized, experienced dental assistant, front office management professional with strong leadership and planning abilities developed over a 22 year career.

I am motivated to improve the quality of care provided to the patients I work with by utilizing my experience in the front office, as well as the back office, to gain confidence that the treatment and follow up offered is consistent and effective.

Authorized to work in the US for any employer

## Work Experience

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### **Dental Assisting Instructor**

Elite Dental Assisting Academy - Vancouver, WA

August 2021 to Present

Certified dental assisting instructor in a fast paced program that focuses on everything from an in depth understanding of infection control and sterilization to radiology. Along with a brief introduction to front office duties and office management.

### **Patient Care Coordinator/Dental Assistant**

Endodontic Associates - Portland, OR

February 2015 to September 2020

Split position working 2 days as a chairside assistant and 2 days a week managing the front office in a shared position. Responsible for evaluating and scheduling patient referrals. Insurance verification, billing and explanation of benefits and co-payments. Reviewing treatment plans prior to treatment and submitting any necessary pre-authorizations on the patients behalf.. Responsible for maintaining and ordering office supplies for both front and back office.

My skills and experience have enabled positive patient outcomes through delivery of value-added services from the efficiency and ease of scheduling as well as personal care while chair side assisting.

I have consistently provided patients with treatment information, ensured comprehension of treatment cost, estimated copayment as well as insurance allowances and restrictions all while maintaining confidence in our ability to meet said expectations.

### **Front office manager**

Dr. Robert MacIlveen, DMD - Portland, OR

May 2009 to March 2012

Portland, Oregon:

05/2009 - 03/2012: Maintained office records through accounts payable/receivable protocols. Ordering of necessary office supplies including inventory and maintenance of the back office. Scheduling of all patients requiring in office treatment as well as follow up for inactive patients.

Chairside duties: As needed assisted in permanent and temporary restorative procedures, fabrication of temporary crowns, seating permanent crowns as well as endodontic and oral surgery procedures.

## Education

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### **Business Technology**

Tacoma Community College - Tacoma, WA

March 2013 to June 2015

### **EFDA/EFODA/ Radiology certified Dental Assistant in Dental Assisting**

Concorde Career Institute - Portland, OR

June 1998 to May 1999

## Skills

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- Billing
- Patient education
- Collection
- Invoicing
- Customer support
- Receptionist
- Organizational Skills
- Scheduling
- Microsoft Excel
- Data Entry
- Dental Assisting (10+ years)
- Front Desk
- Dental Receptionist
- Customer Service
- Eaglesoft
- Dentrix
- CPR
- Dental Assistant
- infection control
- Inventory
- Administrative Experience
- Chairside Assisting

## Certifications and Licenses

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### **EFDA/EFODA**

May 1999 to Present

### **Radiology license**

June 1999 to Present

DANB certified

### **OSHA/CPR/First Aid**

March 2021 to March 2022

### **HIPPA/OSHA compliant**

March 2021 to March 2022

Yearly compliance class on HIPPA/OSHA protocols and/or changes.

### **Carestream CBCT training**

January 2019 to Present

Carestream CBCT trained enabling me to perform cone beam imaging for diagnostic purposes.

### **X-ray**

### **Certified Dental Assistant**

### **Dental Radiology**

### **CDA/RDA**

## Assessments

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### **Customer Focus & Orientation — Highly Proficient**

October 2019

Responding to customer situations with sensitivity.

Full results: [Highly Proficient](#)

### **Scheduling — Proficient**

October 2019

Cross-referencing agendas and itineraries to avoid scheduling conflicts.

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

## Additional Information

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### Skills

Exceptional customer service/support

Strong writing and verbal skills

Insurance verification, claims, and billing. Collection procedures

Proficient in PBS, Daisy and Eaglesoft, Dentrrix software