

SUMMARY OF QUALIFICATIONS

Experienced administrative professional with expertise in coordinating schedules, high-volume travel coordination, calendar management, and managing third party vendors

10+ years administrative support with telephone skills, data entry, records management, and customer service, handling patient accounts with discretion and confidentiality

Strong communication skills with capabilities to facilitate meetings and work collaboratively on projects

Able to work in a fast-paced environment and juggle multiple responsibilities, quickly adapting to changing priorities

EXPERIENCE

Milpitas Dental Center (M.D.C.), Milpitas, CA — *Office Administrator/Executive Support*

NOVEMBER 2014 - PRESENT

Provided high-volume administrative and operations support to upper management for a practice with 5,000 active patients

Worked directly with dentist to prepare for appointments and meetings; managed schedules to ensure that appointments stay on time

Created reports, spreadsheets, letter templates for staff to monitor and communicate with third party vendors

Organized annual team meetings and team building events

Initiated the implementation of new periodontitis treatment - Arestin; worked with OraPharma pharmaceutical company's discount program to help patients get approved for treatment at no cost to M.D.C. and was able to keep 100% of revenues

Helped train staff on software platform, Patterson Eaglesoft, for patient documentation after 15 years of paper charting

Aided management and staff in relocating 30 year old office to brand new location; transferred vendors, paperwork, acquiring permits

Partnered with IT to oversee the installation of 8x8 virtual office phone systems; aided in finding solutions to technical problems and remained an employee contact point for all issues

Virgin America, Burlingame, CA — *Guest Services/Travel Coordinator*

APRIL 2013 - DECEMBER 2014

Provided guest services: booking/ticketing using reservations system, check-in assistance, gate management and announcements

Detailed note taking in compliance for delayed flights requirements

Commended for efficiency and time-management skills while under pressure to ensure passenger boarding processes and additional safety requirements were met

Supported team and 500 passengers during Asiana Airline Flight 214 crash on July 2013; re-accommodated passengers and provided translation for Vietnamese speakers

Khuu Dentistry, Mountain View, CA — *Office Administrator*

JANUARY 2013 - JANUARY 2014

Managed front office workflow: patient scheduling, billing, and processing claims and accounts

Provided support for dentist and patients in all areas: kept dentist on schedule, treatment planning and cost, treatment follow-ups

Built great patient relations by giving high levels of patient service

Contributed to team efforts by accomplishing back office duties (i.e. sterilization of instruments) to maintain office flow

Responsible for ordering office supplies, answering phones, and directing in-office traffic

Maintained a sterile, safe, and positive environment for patients and team of employees

SmittenKiss (formerly, Cali A-List Makeup), San Francisco, CA — *Executive Assistant*

JULY 2010 - DECEMBER 2012

Supported the Co-Founder with travel, expense reports (Concur), general administrative tasks, and IT support

Provided in-person as well as remote administrative support to Co-Founder and staff

Supported two executives with expense reports, travel arrangements (domestic and International), and heavy calendaring

Maintained social media presence (Facebook, Instagram, Twitter)—responsible for new content and responding to clientele

On-site support for day-of logistics for executive team and staff

Responsible for editing and creating PowerPoint presentations for sales pitches, training events, and various project

EDUCATION

University of California, Santa Barbara, CA — *Biological Sciences, B.A.*

GRADUATED JUNE 2012, SANTA BARBARA, CA