



## Kristina Soberanes

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### Career Summary

I have loved dentistry for as long as I can remember. I had a great experience as a kid and fell in love with the idea of working in dental at a young age. I started as an assistant in the industry as soon as I was allowed to work and I've truly enjoyed sharing my passion throughout my 19 year career. I seek a position outside of the office setting so that I can move my focal point from patient to staff so that I may have a broader outreach!

### Experience

#### **OM @ CARMEL VALLEY DENTIST OFFICE; SAN DIEGO, 92130 – JULY 2022 - JAN 2024**

##### **(PACIFIC DENTAL SERVICES)**

I have promoted practice growth utilizing the tools in place by PDS. The team and I have increased continuing care appointments and recaptured many patients who had fallen off since the pandemic and have added an additional provider to the practice! Prior to my arrival, the office had inconsistent management and overall admin staff that turned every few months; I have achieved a 0% turnover rate since starting. This was the result of my implemented structure into the day-to-day flow for better efficiency while creating an improved relationship between front and back office. I have had the pleasure of promoting two of my staff into higher positions within the office and am in process of building onto the ever growing team.

#### **OM @ DOWNTOWN MODERN DENTISTRY; SAN DIEGO, 92101 – JUNE 2021 - JUNE 2022**

##### **(PACIFIC DENTAL SERVICES)**

When I arrived to this office, it had been open for 5 years with no owner and minimal consistency in overall staffing (including providers). I spent most of my days with the pressing task of mending relationships with the practice and patients with some heavy duty accounting cleanup. I inspired and shaped a team to grow the practice to a point where it resulted in getting it's first owner!

#### **OM @ SPECTRUM DENTAL; SAN DIEGO, 92123 – FEB 2020 - JUNE 2021**

I started working here a month before the pandemic began. When I met this dentist, she had not been able to hold a consistent team in the three years she had owned it. She had the highest turnover rate I'd ever experienced and I promised her that I would help get her practice to a steady place and help her get a stable team. I helped her with custom remodel improvements inside the office to allow her to create a sense of ownership. We grew the practice enough to add two in-house specialists. I helped her hire front and back office before I moved on.

**OM @ FASHION VALLEY DENTISTRY; SAN DIEGO, 92108 – JULY 2016 - JAN 2020**

This office had a small town feel in a big city. This practice was 30 years old and had a steady flow of patients who had family's going for decades. This patient base just experienced a turn of the dentist and then had to accept me when the office had been maintained for two decades by the same woman. I had big shoes to fill and simultaneously maintained a healthy growth in the practice while implementing new processes to the patient base. Studied for and achieved fellowship status with the American Association of Dental Office Management.

**SPECIALTY BENEFITS COORDINATOR @ MISSION VALLEY DENTISTS; SAN DIEGO, CA 92108 – SEPT 2014 - JULY 2016 (PACIFIC DENTAL SERVICES)**

I helped increase top line production in this practice to achieve 5 total major milestones within the company by managing the case load for 3 specialty departments that produced a consistent 50% of the treatment completed. I assisted in the training of six different administrative positions that were filled due to growth and turnover.

**OM @ LA JOLLA FAMILY DENTISTRY; LA JOLLA, 92137 – DEC 2013 - AUG 2014**

Facilitated the opening of a recently purchased dental office as the only employee. Helped manage the 3 million dollar construction in the renovation of the office while initiating the social presence of the office by attending social events in the surrounding areas with continuous follow through on relationship development. Beta trained in Dentrrix Ascend and testified for the product in a Dentrrix produced advertisement. Answered calls for the office around the clock to help grow from an average of 1500 existing patients when the practice was purchased to having a successful 40 new patients a month. Helped integrate dental anesthesia and maintained marketing to the special needs demographic to assist in providing access to care.

**FINANCIAL & CLINICAL COORDINATOR @ DENTALWORKS; CALUMET CITY, 60409 – SEPT 2011 - NOV 2013**

Hired as a flagship role in the Chicago market as a patient coordinator and within the first year, I was training new hires. Managed the patient case load for three general dentists and an oral surgeon in a market where the financial aspect of dentistry was the biggest hurdle.

**CLINICAL MANAGER @ LAKEVIEW SMILES; CHICAGO, 60613 – SEPT 2010 - SEPT 2011**

When I arrived to this office, the doctor had just recently purchased it and was in need of a clinical manager to help her integrate all the technology of her dreams. Within the year I was with this practice we grew from 80k/month to easily achieving 160k. Lead the clinical team into seeing over 120 new patients each month, managed the case load of Invisalign and achieved Elite status. We integrated Lumineers and we regularly performed guided implant surgery with the combination of CBCT and Cerec.

**OM @ DR STEPHEN J MCINTYRE; LANSING, 60438 – SEPT 2009 - SEPT 2010**

We had a turn in management and I was promoted! I took on the management role with ambition and even volunteered at offices during my off time to learn tips and tricks. Self motivated my way through the Patterson Eaglesoft program by self training from the manual and taking courses wherever available. I had many ideas for growth but the dentist wanted complacency

**DENTAL ASSISTANT @ DR STEPHEN J MCINTYRE; LANSING, 60438 – AUG 2004 - SEPT 2009**

This is where it started, working for my childhood dentist. He was my inspiration to the industry. I learned the basics of dentistry here and where I discovered I needed to channel my passions into growth and management.

**Skills**

Highly adaptable	Team building	Efficiency driven	Excellent interpersonal skills
Personable and approachable	Extensive knowledge of dentistry	Calm under presser	Talented multi-tasker
Multidisciplinary within the industry	Enthusiastic	Analytical, flexible thinker	Complex problem solver

**Awards**

2017 & 2019 Practice Administrator of the Year Nominee

AADOM Lifetime Member

2018 - Achieved Fellowship of the American Association of Dental Office Management