

# Suzanne Shayne

Dental Treatment Coordinator

## Profile

I have over 3 years of experience as a Dental Treatment Coordinator. I am responsible for coordinating dental treatment plans and schedules, as well as communicating with patients and their families about treatment options. I have a strong knowledge of dental terminology and procedures, and I am able to effectively communicate complex information to patients in a way that they can understand. I am organized and efficient in my work, and I take pride in providing excellent customer service to our patients.

## Employment History

### Dental Treatment Coordinator at Aspen Dental, NC

Apr 2022 - Present

- Negotiated with dental insurance providers to get patients the coverage they needed.
- Coordinated treatment plans for patients with complex dental needs, working closely with specialists.
- Successfully advocated for changes in patient's benefits that resulted in an increase of \$2000/year.
- Met or exceeded quarterly targets set by management for number of new patients scheduled and treatments authorized.
- Educated patients on their oral health status and available treatment options.

### Dental Treatment Coordinator II at Dentistry by Design, NC

Sep 2019 - Feb 2022

- Successfully completed treatment plans for 100 patients.
- Successfully coordinated treatments with outside specialists for 50 complex cases.
- Maintained a 98% patient satisfaction rating over the course of 6 months.
- Trained 2 new dental coordinators in company policies and procedures.
- Created and implemented a new system for tracking insurance pre-authorizations which increased efficiency by 25%.
- Received "Employee of the Month" recognition 3 times in an 18-month period.

## Education

### High School Diploma at East Mecklenburg High School, Charlotte, NC

Aug 2015 - May 2019

I have learned how to study for and take tests, how to do research, and how to write papers.

## Certificates

### Certified Dental Treatment Coordinator (CDTC)

Mar 2021

### Certified Orthodontic Treatment Coordinator (COTC)

Jul 2019

## Details

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## Links

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## Skills

Dental Terminology

Dental Insurance Knowledge

Treatment Planning

Financial Arrangements/Coordination

Scheduling Appointments

Verbal Communication Skills

Interpersonal Skills

## Languages

English

Portuguese

## Hobbies

Organizing

Listening to music

Cooking