

Sandra P Diaz

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## SUMMARY

Be able to offer great customer service and support to the clients by providing a great organization, and creating a friendly shopping environment. Utilize the people skills to interact with co-workers to create a professional, respectful and productive workplace. Experience of Problem-solving skills and satisfaction of the results.

## EXPERIENCE

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OFFICE MANAGER / DENTAL ASSISTANT      GREENSBORO - NC

Dec – 2004  
Present

**Office Manager /Dental Assistant and OSHA Coordinator at Dr. Herbert McNeal.**

- Employee's selection, documentation, employee manual and training.
- Osha and infection Control Annual review, updates, immunization and training.
- Front desk duties (if necessary) Schedule patients, insurance verification, posting payments, check in and out patients, collections, accounts receivables, claims and anything else that is required for a functional and professional operation in the administrative area. Treatment Coordinator and Payment plan development.
- Inventory Control. Clinical and administrative supplies inventory control.
- CDA National Certified Dental Assistant. Assist the Dentist with various procedure such as fillings, crowns, surgical procedures, dental cleaning, quality radiographs. Instructed and enforce the HIPPA laws regulations.
- Computer Software, Eagle Soft, Delta com, open dental, Apex.
- Computer basic knowledge such as windows Microsoft, power point, excel and troubleshooting issues in some cases.
- Patient relationship and satisfaction.
- Interpreter from English to Spanish and vice versa. Translation with different type of legal document for the patient and the office.

2003-2004

CERTIFIED NURSING ASSISTANT (CNA).    1A NURSING      GREENSBORO- NC

**Nursing Assistant and Home Health Aide.**

- Assisting patients with different needs.
- Develop a caring relationship with patient by helping them with personal care, health and medical needs.
- Assisting the nurse with the translation of Spanish speaking people.

## EDUCATION

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August 2021 to Present	<b>Associates on Business Administration.</b> Rockingham County Community College.	Wentworth- NC
Present	<b>CPR infant, child and adult certification. First aid certified.</b>	Greensboro- NC American Red Cross.
August 2021	<b>Foundation of Professional Interpretation for Human &amp; Health Service.</b> UNC. Greensboro. Center for New North Carolina.	Greensboro- NC
October 2007	<b>National Certified Dental Assistant (CDA)</b> Dental Assistant National Board (DANB)	
2005	<b>Dental Coding and Billing Strategies at Work</b> Cross Country Education. How to be the Best Receptionist Certification. <b>Practice Management Institute</b>	Charlotte-NC Winston-Salem NC
September 2004	<b>Collecting Accounts Receivable Certification.</b> Rockhurst University Continuing an Education Center.	
2001- 2003	ESL Program. Miami Dade Community College.	Miami- FL

## SKILLS

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- Technical skills
- Administrative skills in the overall system and organization management.
- Multi-task and organizational ability.
- Problem solving.
- Positive and energetic methods of encouragement for the compliance of the employee and personal goals.
- Bilingual (English- Spanish)

## PROFESSIONAL REFERENCES

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Upon request.