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# Monica Coleman

## RDA | Clinical Manager

650-384-1521

ronachristine78@gmail.com

### OBJECTIVE:

Highly skilled and experienced Clinical Manager seeking a challenging position in a reputable and professional dental facility. Committed to providing administrative exceptional patient care and ensuring a smooth workflow within the dental team. Possess strong leadership, organized, and communication skills to effectively manage and train dental assistants and team.

### PROFESSIONAL WORK HISTORY

**Dr Katherine Brown DDS, Menlo Park CA** - *Lead RDA Clinical Manager*

2017 - 2025

**Dr Derrick Sakata DMD, Menlo Park CA** - *Lead RDA Clinical Supervisor*

2016-2017

**Dr Stanley Lent DDS, Menlo Park CA** - *RDA Clinical Supervisor/Dental Consultant*

2011-2016

**Dr Peter Hanson DDS, Dr Douglas Lew DDS Prosthodontics, Palo Alto CA**-

Lead RDA

2005-2011

### PROFESSIONAL EXPERIENCE

-Supervise and train a team of dental assistants, ensuring adherence to clinic protocols, infection control measures, Blood Borne safety protocols and guidelines.

-Manage all administrative, Human Resources, clinical, and fiscal needs.

-Coordinate and assign tasks to dental assistants and doctors ensuring efficient patient flow and timely completion of procedures.

-Evaluate the performances of dental assistants, providing feedback and coaching to enhance their skills and knowledge.

-Conduct and lead office meetings

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- Maintain and monitor monthly collection and production. Monitor and order supplies with budget.
  - Train and develop effective efficient office systematic protocols.
  - Collaborate with the dental team to develop and implement training programs, protocols, and guidelines for the practice.
  - Assist dentist and hygienist during various procedures, including general dentistry, full mouth cases, oral surgery, prosthodontics, restorative implants, fabricate NTI devices, fabricate night guards, fabricate full mouth temporaries, digital scan final impression scans, study models and occlusal night time splints, mount models on articulators for treatment planning and working models, fabricate whitening trays.
  - Take Digital radiographs, maintain accurate patient records (paperless records).
  - Sterilize and disinfect dental instruments, prepare trays for procedures, prepare and breakdown treatment rooms.
  - Ensure adequate inventory of supplies with scan or tagged system, Operated and maintained Budget.
  - Maintenance practice equipment, managed and maintained daily reports and logs.
  - Educate patients on optimal health, nutrition and oral practices.
  - Collaborate with referring Dentist.
  - Implement Strategies and help facilitate services to help patient and practice care.
  - Manage patient inquiries, schedule appointments and manage patient records.
  - Answer multi- line phone calls. Handle patient billing, prepare reports.
  - Handle billing, insurance claims processing, and patient collections.
  - Knowledge of cutting-edge dental technology and innovations utilizing a variety of the latest materials.
  - Comprehensive care management and planning with specialists and providers to meet specific needs.
  - Create and Facilitate Office meetings.
  - Greet and seat patients.
  - Document notes for Doctors
  - Help cultivate a happy fun working environment.

## **SKILLS**

- Strong leadership and supervisory abilities.

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- Excellent interpersonal and communication skills.
  - Facilitate Strategies and implement effective protocols.
  - Thorough knowledge of all dental procedures, instruments and cutting edge materials.
  - Strong knowledge and ability and train: digital scanning, Mounting models with bites, fabrication of full mouth temporaries.
  - Proficient in dental office management software.
  - Exceptional organizational and multitasking abilities.
  - Problem solving with end result in solution-based model.
  - Adherence to infection control and safety protocols.
  - Process Billing, collections, scheduling, coordinate financial arrangements.
  - Expert with Dentrix software, Paperless chart system and knowledge with Eaglesoft software and Softden

**Knowledge of implant systems**: Straumann, Noble Biocare, Astra

## **DENTAL CONSULTING**

- Built business partnerships to grow the practices financial footprint through my consulting services.
- Assessment of office clinical needs, full office reorganization, auditing, systems implementation, automation, OSHA and HIPPA compliance, lab operations, permit audits, hazardous waste system implementation, standard of care and practice revitalization and team training, systems improvement for optimization and functional service delivery.
- Fail proof and proven business consulting model implementation and service.
- Expert training consultant and business development officer.

## **EDUCATION**

**San Jose City College**- *Registered Dental Assistant*

Graduated 1999

X-ray License

Coronal Polish License

CPR certified

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OBI (foundation for Bioesthetic Dentistry) dental assistant certified

Studied Functional medicine and nutrition with American Academy of Oral  
Systemic Health and functional occlusion with Orognathic Bioesthetic Institute.