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Carol Lee

Office Manager

Administrative coordinator stepping into an Office Manager role after two years supporting a 35-person dental group. Comfortable juggling vendor calls, supply orders, patient-facing front desk work, and the small daily fires that come with a busy office.

Location

Tulsa, OK

Phone

(918) 555-3082

Email

tyrese.okafor@example.com

Education

A.A.S., Office Administration, Tulsa Community College, 2022

Microsoft Office Specialist: Excel Associate (2023)

Key Skills

- Multi-line phone systems
- Dentrix / patient scheduling
- Insurance verification basics
- Microsoft Excel (PivotTables, VLOOKUP)
- Google Workspace
- Supply ordering & vendor follow-up
- Cash handling & daily reconciliation
- Customer service in high-volume settings

Professional Experience

Front Office Coordinator, Greenfield Family Dental, Tulsa, OK | 2022 to Present
2022 - Present

- Greet 60-80 patients per day, manage check-in flow, and handle multi-line phones for two dentists and three hygienists.
- Took over weekly supply ordering and standardized a Google Sheet par list, cutting emergency Amazon runs from 3-4 per month to roughly one.
- Process insurance verifications and post copays in Dentrix; reconcile the front-desk cash drawer at end of day.
- Helped roll out an online intake form during the 2023 EHR upgrade, which trimmed paper packets at check-in.

Retail Shift Lead, Pemberton Stationers, Broken Arrow, OK | 2020 to 2022
2020 - 2022

- Opened and closed the store 3-4 shifts a week, including deposits and end-of-day reporting.
- Trained five seasonal hires on POS, returns, and gift-wrap stations.
- Maintained backroom inventory counts and flagged shrinkage trends to the store manager.