

Isla Sparks

Business Assistant

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STRENGTHS

-  **Effective Communicator**
Regularly facilitated conversations with patients about treatment plans, ensuring they felt heard and informed.
-  **Organizational Skills**
Streamlined appointment processes, improving efficiency and reducing patient wait times significantly.
-  **Team Collaboration**
Worked alongside providers to implement new procedures, improving office workflows and enhancing patient care.
-  **Self-Starter**
Proactively identified areas needing improvement, proposing solutions that were adopted by the team and praised by management.
-  **Adaptable**
Adjusted seamlessly during peak hours and busy days, maintaining composure under pressure and resolving patient needs effectively.

SKILLS

- Dentrix Customer Service
- Patient Scheduling
- Insurance Billing
- HIPAA Compliance
- Front Office Management
- Data Entry
- Appointment Confirmation
- Payment Processing
- Records Management
- Communication Skills
- Multi-tasking Problem Solving

SUMMARY

Dedicated Business Assistant with two years in fast-paced dental offices, enhancing patient experiences through effective communication and organization. Skilled with Dentrix for scheduling and insurance processing. Detail-oriented professional committed to HIPAA compliance and data protection. Partnered with teams to implement streamlined systems that elevated patient care, ensuring smooth operations. Reliable contributor focused on building strong patient relationships and improving office efficiencies. Eager to join organizations that share a commitment to excellence in patient service and healthcare operations.

EXPERIENCE

Business Assistant

Caring Dental Solutions  March 2025 - Present  Huntley, IL

Role covers managing front office operations in a busy dental practice, providing support to patients, and handling administrative tasks. Enhancing workflow efficiency while ensuring excellent patient interactions.

- Greeted patients upon arrival, fostering a welcoming atmosphere and enhancing first impressions.
- Managed daily operations such as phone inquiries, appointment confirmations, and email correspondence, improving communication flow within the office.
- Utilized Dentrix for scheduling appointments for multiple providers, which optimally organized patient visits.
- Processed and filed insurance claims diligently, ensuring timely reimbursements and resolution of patient account issues.
- Collaborated with dentists to explain treatment plans and provide detailed information on fees and payment options, reinforcing patient trust and understanding.
- Assisted in implementing office systems to boost operational performance and enhance patient satisfaction.

Receptionist

Dental Care Clinic  January 2024 - February 2025  Chicago, IL

Served in a dynamic reception role, responsible for appointment management and financial transactions while supporting patient needs in a friendly environment.

- Facilitated patient check-in processes and appointment scheduling, streamlining operations and improving office flow.
- Achieved proficiency in Dentrix software for managing patient records efficiently and effectively.
- Resolved patient queries swiftly, contributing to enhanced patient satisfaction reports by engaging directly with concerns and feedback.
- Handled financial processes including insurance payments and accounts receivables, ensuring accuracy and accountability.
- Conducted HIPAA training for staff, helping enforce protocols for data security and confidentiality.
- Supported team members with various administrative tasks, contributing positively to overall productivity.

LEADERSHIP & AWARDS

- Dean's List, Springfield Community College
- Honorable Mention, Statewide Dental Conference, 2025

EDUCATION

Associate of Applied Science in Health Information Technology

Springfield Community College  GPA: 3.8  2026  Springfield, IL

Patient Interaction

Insurance Verification

Office Administration

LANGUAGES

English Native

Spanish Intermediate

MY CAREER



● Business Assistant at Caring Dental Solutions (1.3 Years)

● Receptionist at Dental Care Clinic (1.1 Years)

Coursework: *Administrative Procedures, Medical Coding, Healthcare Management, Patient Care Technologies*

CERTIFICATIONS

- Certified Dental Administrative Assistant (CDAA) 📅 2026
- CPR and First Aid Certified 📅 2026

TECHNICAL SKILLS

- **Administrative Tools:** Dentrix, Microsoft Office Suite, Google Workspace
- **Salesforce Alternatives:** Zoho CRM, HubSpot, Agile CRM
- **Communication Platforms:** Slack, Zoom, Microsoft Teams
- **Financial Software:** QuickBooks, Xero, FreshBooks
- **Scheduling Applications:** Calendly, Doodle, Setmore
- **Database Management:** MySQL, Microsoft Access, Oracle
- **Project Management:** Trello, Asana, Monday.com
- **Healthcare Regulations:** HIPAA, OSHA, CLIA
- **Electronic Records:** Epic, Cerner, Allscripts
- **Insurance Management:** ClaimXperience, NextGen, Availity

PROFESSIONAL AFFILIATIONS

- Member, Student Dental Association, Springfield Community College
- Volunteer, Community Health Fair, 2025

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST