

Isla Sparks

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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

March 2025 - Present

Caring Dental Solutions

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

January 2024 - February 2025

Dental Care Clinic

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

2026

Springfield Community College GPA: 3.8

Springfield, IL

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

SKILLS

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

PROFESSIONAL AFFILIATIONS

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

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST