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ARTURO VALDEZ.

COMMUNICATIONS DIRECTOR/MANAGER

PROFILE

Originally from Dominican Republic. Dentist graduate in 2015 from PUCMM and worked as a Dentist for 2 years in my own Dental Practice. I moved to USA to follow my career as a Dentist, instead, I fell in love with the admin/office part of it. So, I became a Manager/Communications Director. Dealing with people and creating a better workplace with positive attitude is what I thrive for.

CONTACT

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HOBBIES

Writing
Photography
Running

EDUCATION

Colegio De La Salle, High School. DR
2007-2010

Pontificia Universidad Catolica Madre y Maestra. PUCMM. DR
2010-2015 – Dentistry School.
Doctor of Medicine in Dentistry. DMD

WORK EXPERIENCE

Translating and Transcription Freelance English and Spanish.
2011-Present.

Panorex Dental Center. DR
Dentist.

Brookline Dental Specialists. USA
2017-2019. Surgical Dental Assisting.

North Boston Oral Surgery Group. 4 offices. USA
2019-Present. Communications Director/Manager

SKILLS

Bilingual. English and Spanish.
Translating and Transcription work freelance.
CRM Software, Microsoft Word, Excel, Adobe photoshop, EMR Documentation.
Problem Solving skills, Team Leadership, Organizational Skills, Management skills, others.

Office Manager/Communications Director with over 5+ years of experience providing administrative support for up to 50 staff members and customer service to thousands of patients over the phone and in person.

**Possess strong multi-tasking skills, with ability to simultaneously manage various projects and schedules.
Increased efficiency by 90% by implementing new methods and protocols in the office.**

Professional experience and achievements. 2019-Present.

- Increased efficiency by implementing the phone system and unifying 4 offices into one.
- Build presentations for reports and presented them.
- Manage schedules, organize office functions, and oversee daily operations of the offices with 30+ employees.
- Hired trained and on boarded over 10 new employees, providing initial support that expedited staff assimilation by 20%
- Slashed office expenditure by \$40k in a year by changing to a smarter phone system and negotiating the contracts, unifying the offices, implementing a better way of communications and documentation so no cases fell though. Also implementing a prompt system so the answering service was no use anymore.
- Prepared daily, weekly, and monthly reports for appointments.
- Developed and built a Telephone Etiquette and Protocol guide for Office staff.
- Implemented a Conference Number for potential meetings and possible interviews candidates
- Developed and built a Decision Tree system that helped improve efficiency in filtering calls and reduce the amount of time on the phone.
- Implemented a recording system that helped avoid potential mistakes and errors in all offices.
- All changes performed, improved the office efficiency by 90% in answering calls.
- (The office was having more than 50 missed calls a day, after all the implementations, the office was having 1-3 missed calls a day)
- Implemented NFC into the office to improve the SEO (Search Engine Optimization)
- Improved Google reviews in the office and answered them.