

Phylicia Cole

Ambitious, Ethical, High Integrity

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- Highly dedicated and looking for a fulfilling career path.
- Over 13 years of excellent professional customer service experience.
- Possess high levels of integrity, honesty, ethics and compassion.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Airway Clinical Director

AirSync Integrative Dentistry - Issaquah, WA

April 2022 to Present

Clinical Airway Director Duties:

- Oversee and conduct New Patient Airway Exams and presentations
- Provide patients with updated craniofacial and airway development education,
- Provide consistent level of superb customer service
- Break down obstacles to completion of tasks
- Manage doctor time for work flow efficiency
- Create, change, and maintain clinical systems for workplace flow and efficiency
- Work closely with the doctor to develop and strategize solutions for better clinical management, protocols, transparency and overall business improvement.
- Maintain a positive attitude to keep high morale and an open line of communication with clinical team
- Purchasing supplies/ checking Inventory
- Keeping track of Appliance invoices and, ideally, finding ways to minimize lab costs for more practice profitability
- Manage all outgoing and incoming lab cases

Clinical Assistant Duties:

- Assist with orthodontic and dental procedures as needed
- Assist with clean up at the end of each work day/ week/ month (taking out trash, laundry, dishes, vacuum, mop, waterline cleaning, checking traps, bathroom cleaning, breaking down operatories, changing cold sterile, sterilizer maintenance, etc.)
- Assist with sterilization through the day
- Clean, sanitize, turnover ops. and set them up in time to seat the next patient.
- Scheduling patients' next appointment after their visit
- Gathering current information from patients to brief the doctor before starting procedures
- Patient data entry; Chart prepping
- Completing all morning and end of day clinical procedures

Lead Orthodontic Assistant/ Office Manager

Aligne Orthodontics and Orthotropics - Seattle, WA

July 2017 to Present

Daily opening procedures, taking digital X-rays, sterilization, lab work, fabrication of Essix retainers, taking impressions, working with children and adult patients, inserting appliances, assisting in Endodontic procedures, ordering supplies, checking inventory, stocking, filing, creating systems for tracking, maintaining a joyful and positive environment for both coworkers and patients to be comfortable in, consistent cleaning procedures, training new employees, any other tasks assigned to me by the Doctor.

Due to COVID-19, I have also assumed responsibility over the following roles and currently oversee the proper execution of these tasks:

Answering and returning phone calls, checking and responding to all emails, creating fee estimates, collecting money, scheduling appointments, creating new patient contracts, creating end of day reports, insurance verification, minimal marketing, training and educating new employees as well as supervising them.

Hygiene Coordinator

GREAT SMILE DENTAL - Port Saint Lucie, FL

August 2016 to June 2017

Responsible for filling hygiene schedule for a multimillion dollar practice while executing all front desk duties including but not limited to:

- # Answering phones and Scheduling appointments.
- # Training new staff and sending out lab cases.
- # Properly handling patient complaints and concerns.
- # Billing and Insurance.
- # Collecting finances and doing nightly bank deposits.
- # Brought in over 600 new patients
- # Computing end of day production and collection totals.
- # Scheduling Institute Certified.

Lab Technician

Brammer Bio - Alachua, FL

January 2014 to June 2016

Responsibilities

- Extensively involved in executing cell therapy procedures; isolating, culturing, and expanding primary cells, including Lymphocytes (T-cells, CD4, CD8), to perform patient campaigns in accordance with Phase one and two clinical trials in a Classified ISO 7 cell culture cleanroom environment.
- Compliant with cGMP, cGLP regulations, FDA regulatory agency requirements and following written procedures such as SOPs, Raw Material Specifications, and Production Batch Records.
- Certified to work with and have broad knowledge of many different specialized equipment used in cell therapy procedures such as Elutra, Clinimax Haemonetics, WAVE Bioreactor, Maxcyte CL-2, as well as other lab related tools such as pipet aids, micropipettes, biosafety cabinets, cold storage, CO2 incubators, and centrifuges. Also troubleshooting, calibration, corrective and preventative maintenance on these pieces of equipment is something I am intimate with.
- Storing and properly documenting stored materials, disposing of materials, log upkeep, and considerable cleaning procedure executed immediately after daily operations and in between patient campaign lots.

- Accountable for keeping and updating Excel spreadsheets of trending data during patient lots, as well as many other job duties and responsibilities such as requesting, prepping, staging, wiping down, and autoclaving materials. Also, periodically responsible for material requisition and frequently responsible for writing/updating new documents such as SOPs and Raw Material Specifications, as well as creating corrective actions, deviation reports and planned variances when needed.

Volunteer

Haven Hospice - Gainesville, FL
January 2015 to January 2016

Helped out at the front desk as needed. Provided help with checking in, answering phones or helping patients as needed.

Orthodontic Assistant

Braces For Us, Inc - Port Saint Lucie, FL
March 2012 to August 2013

Perform all tasks specified on the expanded duties certification list. This includes taking impressions, etching, polishing, and bonding brackets. Other responsibilities Included, but was not limited to, the following list of functions:

- Ordering supplies and taking inventory
 - Taking x-rays
 - Fitting and cementing bands
 - Placing separators
 - Working with OrthoTrack software
 - Training new staff
 - Making Essix retainers
 - Bonding Invisalign attachments (working with Invisalign)
 - Sterilization
 - Front desk work duties
 - Taking phone calls
 - Scheduling Appointments
 - Pouring up models
- Etc.

Education

B.A.S In Health Services Administration

Santa Fe College - Gainesville, FL
June 2014 to December 2016

AA in Biology

Indian River State College - Port Saint Lucie, FL
2012 to 2013

High school diploma/ certification of veterinary assisting in Veterinary medicine

Fort Pierce Westwood High School - Fort Pierce, FL
2009 to 2012

Skills

- Microsoft proficiency, excellent written and communication skills. (10+ years)
- cGMP, SOP's, Clean Room experience (2 years)
- Front Office duties such as answering phones, scheduling appointments and record keeping. (5 years)
- Patient confidentiality (7 years)
- Writing Reports (2 years)
- Answering Phones (3 years)
- Nightly balance and deposit (Less than 1 year)
- Scheduling (4 years)
- Hipaa (7 years)
- Multi-Line Phone System (2 years)
- Insurance Verification (1 year)
- Training (4 years)
- Dental Assisting (5 years)
- Laboratory Experience (5 years)
- Experience with Children (10+ years)
- Chairside Assisting (3 years)
- Customer service (8 years)
- Medical Scheduling
- Infection Control Training
- Supervising experience
- Medical terminology
- Windows
- Leadership
- Office Management
- Quality Assurance
- Dentrax
- Case Management
- Medical Records
- Medical Imaging

Certifications and Licenses

CPR/AED

April 2022 to April 2024

BLS Certification

April 2022 to April 2024

Assessments

Protecting patient privacy — Highly Proficient

October 2021

Understanding privacy rules and regulations associated with patient records

Full results: [Highly Proficient](#)

Attention to detail — Highly Proficient

October 2021

Identifying differences in materials, following instructions, and detecting details among distracting information

Full results: [Highly Proficient](#)

Office manager — Proficient

February 2022

Scheduling and budgeting

Full results: [Proficient](#)

Management & leadership skills: Impact & influence — Proficient

March 2022

Choosing the most effective strategy to inspire and influence others to meet business objectives

Full results: [Proficient](#)

Medical terminology — Proficient

March 2022

Understanding and using medical terminology

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

Additional Information

Completed four years of vocational veterinary assisting training.

Currently taking courses in project management