



# Isla Sparks

## Business Assistant

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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

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

### 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

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