

BRANDIE COLLIS

8108 17th Ave NW, Bradenton, FL 34209 | H: 941-812-0612 | bcollis41@gmail.com

SUMMARY

Focused Account Executive proudly offering a background in lead generation and member retention efficiently resolving customer issues. Courteous and cordial with the desire to increase business opportunities through outstanding initiatives, effective communication skills and a dedication to customer service. Dedicated Team Leader promoting quality assurance, issue resolution and interpersonal communication skills.

SKILLS

- Expert in customer relations
- Verbal and written communication
- Data entry
- Team leadership
- Relationship building
- Strong organizational skills
- Operations management
- Account management
- Effective time management
- Flexible team player

EXPERIENCE

10/2007 to Current

Member Development Specialist, Project Manager **Dental Sleep Solutions, LLC** – Bradenton, FL

- Met with dental practitioners and their teams to discuss purchasing our Software as a Service (SAAS) for the treatment of Obstructive Sleep Apnea.
- Responded to advanced issues with a professional and relationship-focused approach.
- Delivered instruction to dental practices for the use of our cloud-based system and implementation of Dental Sleep Medicine (DSM), integrating audio-visual presentations and training materials.
- Recruited top talent to fill key positions and maximize productivity.
- Traveled to meet with dental practitioners, unveiling new trends, introducing new collections, and working directly with their teams to promote our systems and facilitate increased patient care and production.
- Documented participant attendance, engagement, and progress.
- Scripted, recorded and uploaded instructional videos.
- Coordinated, led, and executed brand training presentations for trade or trend shows and new partners in the dental sleep industry to generate and drive product awareness and sales.
- Elevated team member performance while cultivating customer relationships to drive sales.
- Provided additional materials to enhance training.
- Proactively identified and solved complex problems related to employee training, management, and business direction.
- Reduced process gaps by effectively training new hires on best practices and protocols.
- Provided feedback on individual actions, behaviors, and verbal responses.
- Collaborated with project leaders and stakeholders to accomplish objectives.
- Oversaw hiring and recruitment of personnel in 2 departments to include Member Support and Medical Billing teams.
- Provided strong attention to detail, exemplary customer service and team-player attitude.
- Trained staff on operating procedures and company services.
- Implemented and monitored programs to maximize customer satisfaction
- Improved service quality and increased sales by developing a strong knowledge of the company's products and services.
- Took full advantage of upselling opportunities with new and potential customers.
- Resolved customer questions, issues and complaints.

- Trained new hires on relationship building, benefit-oriented sales presentations, sales processes and protocol, product knowledge, customer needs analysis and overcoming objections.
- Supervised, coached, and mentored 4-9 team members.
- Provided continuous training and support for dental practices through various platforms including Ring-Central, Go-To-Meeting, email, phone support, and on-site training

03/2004 to 09/2007

Surgical Assistant for Oral Surgery Practice

Charles A Tomeo, DMD – Bradenton, FL

- Managed and maintained surgical suites by sterilizing equipment and assisting with oral surgery procedures.
- Actualized inventory management procedures to control medications and supplies as well as to rotate stock and remove expired medications.
- Used diagnostic equipment and monitored patients during procedures using specialized machines.
- Used retractors, sponges and suctioning and irrigating equipment to create unobstructed operating fields.
- Facilitated invasive, non-invasive, and minimally invasive procedures by creating safe and functional operating room environments.
- Assessed patients, performed radiographs, and documented preliminary medical histories.
- Educated patients on diagnoses, treatment plans and post-operative care by providing instructions on medication self-administration and home care.
- Set up equipment, tools, and supplies needed for procedures and organize instruments as directed in surgeons' preference cards.
- Assisted physicians during diagnosis and treatment, as well as assisting during surgery.
- Demonstrated excellent communication skills with surgical team and patients in a caring and compassionate manner.
- Exhibited confidence to work extremely well under pressure and with a variety of physicians of different temperaments.
- Updated patient files to record medications prescribed and medical histories.
- Communicated with patients after surgery to assess recovery and mitigate complications.
- Cleaned and sterilized operating rooms.
- Demonstrated ability to follow complex and comprehensive verbal and written instructions.
- Contacted insurance providers to verify correct insurance information and obtain authorization for proper billing codes.
- Set and managed patient appointment schedules using Softdent.
- Ensured the accuracy of public information and materials.
- Collected and processed copayments and out-of-pocket charges using Softdent.
- Ensured HIPAA compliance.

02/2001 to 11/2003

Dental Assistant/ Treatment Coordinator

Joseph Holmes, DDS – Bradenton, FL

- Assisted dentists in permanent and temporary restorative procedures.
- Selected and sanitized tools used for procedures.
- Provided a high level of support and assistance to the dentist and staff by passing the tools needed for procedures.
- Educated patients on postoperative and general oral health care.
- Stocked and prepared exam and treatment rooms, setting up required instruments, tools, and equipment.
- Took bitewing, periapical, panoramic, and occlusal X-rays and placed them in the viewer so the dentist could look over them.
- Gathered records and data, including patient health histories so that they could be reviewed by the dentist.

- Prepared patients for dental procedures and treatment.
- Handled the sanitization of equipment, room cleanup and supply restocking after each patient had received treatment.
- Entered patient data into the system and observed all confidentiality rules.
- Maintained a clean, sterile, and positive environment to optimize patient comfort and safety.
- Instructed patients on dental hygiene and provided education to prepare them for oral surgery.
- Effectively communicated answers regarding billing, treatment and scheduling over the phone and in-person.
- Discussed the nuances of insurance benefits so that patients understood what their financial obligations would be.
- Called insurance companies to find out all pertinent information regarding policies and payment benefits.

EDUCATION AND TRAINING

Associate of Science: General Studies
State College of Florida, Manatee-Sarasota – Bradenton, FL

2003 **Florida Expanded Functions for Dental Assistants:** Restorative Dentistry
Manatee Technical College – Bradenton, FL

2002 Florida Dental Radiographer
Manatee Technical College – Bradenton, FL

ACCOMPLISHMENTS

Successful completion of "Counselor Salesperson" course presented by Wilson Learning Corporation

Successful completion of "How to Become a Better Communicator" course presented by SkillPath Seminars