

MARYAM HAKIM, MBA

Practice Manager

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Dynamic and detail-oriented Dental Office Manager with over 8 years of experience in managing dental office operations. Eager to leverage my proven expertise in boosting production, enhancing operational efficiency, and fostering cohesive team performance in a new dental practice.

WORK EXPERIENCE

LA JOLLA DENTAL GROUP

Practice Manager

La Jolla, CA

April 2024 – Present

- Oversee daily operations of a **multi-specialty** dental practice, ensuring efficient workflow and high-quality patient care.
- Delivering comprehensive treatment plan presentations, and facilitating tailored financial arrangements for patients.
- Obtain pre-authorizations for specialty procedures and manage insurance claims across many insurance providers.
- Monitor financial performance, optimized revenue cycle management, and reduced outstanding accounts receivable.
- Enhanced patient satisfaction by implementing customer service initiatives and improving communication processes.
- Manage provider productions, employee scheduling, and staff performance evaluations to ensure seamless clinic operations.

ORANGE COUNTY PROSTHODONTICS

Practice Manager

Anaheim Hills, CA

Jan 2023 – March 2024

- Implemented streamlined scheduling protocols and an enhanced treatment planning strategy, significantly boosting production.
- Reduced accounts receivables through improved billing practices, & diligent follow-up on outstanding payments.
- Fostered a cohesive and efficient team by introducing regular staff meetings, clear communication protocols, and performance tracking systems.
- Led the development and launch of practice's website, enhancing online presence and doubling organic search traffic.
- Supervised the entire billing process, efficiently handled unresolved insurance claims, and managed pending pre-authorizations, ensuring timely and accurate processing.

WHOLE BODY DENTAL

Practice Manager

Bellevue, WA

Jan 2018 – Oct 2022

- Collaborated with insurance providers to verify patient eligibility, secure procedure pre-authorizations, and ensure accurate claims processing.
- Facilitated communication between the dental team and patients, acting as the primary point of contact for patient inquiries related to treatment plans.
- Supervised and trained administrative and clinical staff, fostering a collaborative and productive work environment.
- Supported the implementation of new office dental policies and procedures, which enhanced overall productivity and staff morale.

EDUCATION

PEPPERDINE UNIVERSITY

Master of Business Admin (**MBA**)

Irvine, CA

Jan 2021- Dec 2022

UNIVERSITY OF WASHINGTON

Business Administration (**BA**)

Seattle, WA

Jan 2016- Dec 2017