

KEVIN J CARPENTER II  
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## SUMMARY

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Ten years extensive experience and knowledge in the Air Force Dental career field, electronic medical records, providing educational classes and training, personnel management, records management/documentation and readiness skills/training. Recently retired (E-5) as the Operations Supervisor of Records and Reception in a large dental clinic. Managed schedules for 25 providers, appointments, reviewed reports, drafted letters and memorandums, managed shipping and receiving of dental records and established office policies and procedures.

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## KEY QUALIFICATIONS

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- Active Secret Security Clearance as of 4/2017.
  - Collects data for accounts and reports to higher level of command and resolves procedural and administrative problems.
  - Expert knowledge of Microsoft Office, Outlook, Internet Explorer, DTS and typical office machines daily to produce various forms of correspondence.
  - Administration, medical record documentation, communication skills, instruction, leadership, policy analysis, receptionist, supervisory, technical training and technician skills.
  - Ability to simultaneously complete complex multiple task in stressful high paced environments.
  - Self-starter with exceptional follow-up skills with the ability to work with little to no supervision.
  - Organize events for 200+ attendees including logistics coordination, preparation or materials to ensure flawless execution for event.
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## EXPERIENCE

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**UNITED STATES AIR FORCE, Aviano Air Base, Italy.**

**Jun. 2014-Feb. 2017**

### **OPERATIONS SUPPORT SUPERVISOR / LEAD ORTHODONTIC TECHNICIAN**

- Maintained daily schedules for 30 dental professionals and operations for records and reception.
- Disseminated information and/or guidance on new or changed administrative policies and procedures.
- Reviewed 5K medical records insuring 100% accuracy of dental treatment and documentation.
- Interpreted regulations, directives, policies and contingency plans as they relate to the support of medical mission.
- Managed Orthodontic care section, reviewed dental records and patient requirements. Scheduled appointments for 200 specialty care patients monthly.
- Facilitated Dental Logistics \$500,000 supply and equipment budget, maintaining operations for 24 dental treatment rooms in a large facility.
- Disseminated Wing Safety information, regulations and/or guidance as the unit Safety Manager.

**UNITED STATES AIR FORCE, Luke Air Force Base, AZ.**

**Jul. 2009 - May. 2014**

**DENTAL ASSISTANT JOURNEYMAN / PROGRAM MANAGER**

- Assisted dentist in patient treatment utilizing four-handed dentistry techniques and preformed dental cleaning procedures.
- Lead oral surgery technician; educated and instructed 10 dental assistants in oral surgery training allowing for base top productivity.
- Managed Periodontal Management program, scheduled specialty cases; insuring continuity of care and oral health.
- Provided oral health knowledge to the base population and surrounding local area, through mass briefings and detailed PowerPoint presentations.
- Conducted/taught readiness & emergency management trainings for large flights and participated in Wings disaster exercises as the Manpower Response and Security team leader.

**UNITED STATES AIR FORCE, Ramstein Air Base, Germany.**

**Aug. 2006 -Jun.2009**

**DENTAL ASSISTANT / ORAL MAXIALFACIAL SURGERY TECHNICIAN**

- Preformed administrative support duties to the Dental Support Flight, Clinical Flight and Dental Laboratory Flight; to include medical record maintenance, pay patient billing, patient coordinator for highly job sensitive patients, scheduling and clinical support.
- Administered dental cleanings; used hand-held/ultrasonic instruments and conducted oral health counseling.
- Implemented infection control standards in accordance with OSHA standards, rules and guidelines.
- Assisted and coordinated complex oral maxillofacial surgeries at the Landstuhl Regional Medical Center for critical care transport of wounded warriors.
- Maintained inventory of vital equipment, supply levels and medications in the Oral Surgery Department.

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**EDUCATION**

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**Associates Degree: Dental Assisting**, Community College of the Air Force, Maxwell AFB, AL  
**Supervisor Skills Certification**, Airman Leadership School, Luke AFB, AZ  
**Dental Assisting Certification**, Technical Training, Sheppard AFB, TX

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**AWARDS & PROFESSIONAL AFFILIATIONS**

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Air Force Commendation Medal for Meritorious Service, 2014  
Dental Squadron, Airman of The Year, 2011





DEPARTMENT OF THE AIR FORCE  
375TH MEDICAL GROUP (AMC)  
SCOTT AIR FORCE BASE, ILLINOIS 62225-5252

MEMORANDUM FOR HQ AFPC/DP2NN

22 May 2017

FROM: 375 DS/SGD

SUBJECT: Letter of Reference for Kevin Carpenter

1. I am honored and pleased to write this letter of reference on behalf of Kevin Carpenter for employment.
2. During my career as a Dental Officer, I had the privilege and pleasure to work with Kevin as my assistant in Orthodontics and as his Flight Commander in charge of clinical operations at Aviano Air Base, Italy. Needless to say, Kevin exceeded all of my expectations and exemplified the Air Force Core values. The Orthodontic department's patient load and production were more than twice as much as all other sections in our clinic as a result of his hard work and time management skills. He was a stellar Airman and will be a tremendous asset to your office.
3. Kevin has proven himself over his 10 year career as a very balanced and well rounded individual. While on Active Duty he demonstrated his ability to multitask with the busiest work schedule in our clinic, while also giving back to the on-base community by coaching High School Basketball teams, serving as an instructor to improve the Dental skills of all the Staff, and serving as a mentor to our new Assistants. His management skills and experience with logistics as a Non-commissioned Officer in Charge of multiple programs put him a cut above the rest when it comes to operating any size clinic.
4. As his Clinical Flight Commander, I saw from a big picture standpoint how well of a team player Kevin is. He was able to excel at multiple roles such as running the front desk, serving as head assistant in the Orthodontics department, and supervising the Hygiene section. His dedication to our large clinic ensured patient care was the top priority. Kevin has always displayed the integrity, personality, and temperament that you would want in an individual involved with direct patient care. His interpersonal skill with patients is a gift that had patients actually looking forward to their dental appointments. There were several dental-phobic patients that only Kevin was able to build trust with and calm them down in order for treatment to be accomplished on them.
5. His passion in the healthcare field was quickly evident with his ability to learn new clinical skills on the job. Once trained, any tasks delegated to him would be executed as directed. He displays the clinical competency that is paramount to building trust among co-workers as well as patients in the clinical setting. This trust among his co-workers facilitated Kevin to be what I call a "Playmaker" in our clinic which set the tone and environment to motivate other Assistants to work up to their potential which allowed for a higher clinical efficiency and production.
6. Kevin Carpenter is the ultimate team player with a brilliant work ethic and positive can-do attitude. In addition to that; he also has a natural ability as a leader and a mentor which I consider to be essential traits in any healthcare setting. He will be a great addition to your clinic. It is my pleasure to give Kevin my highest recommendation for employment as a member of your team. Please feel free to call me with any questions.

Respectfully,

A handwritten signature in black ink, appearing to read "D. Servello", is written over a horizontal line.

David F. Servello, Major, USAF, DC  
Chief, Orthodontics Department  
375<sup>th</sup> Dental Squadron  
Diplomate, American Board of Orthodontics  
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