



## CONTACT

417-689-1610

Bobjen02@gmail.com

Ozark, MO

## Highlights

17 years in Dentistry

7 years in Education & Design

5 years working in a cooperate environment

Guest Speaker at Baltimore Compliance Conference 2014

Produced 20 hours of ADA approved Continuing Education

Management of 1300 employee training compliance

Work directly with Executive team

## SKILLS

HIPAA

Dentrix

Eaglesoft

Performance Management

Organizational Development

Leadership Development

Process Improvement

Staff Development

Team Building

## EDUCATION

Bachelor of Science

Instructional Technology - 2017

Associates in Dental Assisting  
Ozarks Technical Community College - 2010

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# JENNIFER HORMAN

## Operations Manager, CDA, EFDA

April 24, 2017

Dear Hiring Manager:

I am excited to see your opening for Regional Operations Manager for Springfield, MO and I look forward for the opportunity to be invited for an interview.

Until we meet, I wanted to give you my story. I have been in education, development and design for 7 years. Prior I was in the dental field for 17 years. I have worked for a Dental Management Company as the Manager of Training. There I worked directly with the Executive team while overseeing the daily operations of corporate learning, and the training requirements and compliance for 1300 employees. The company I worked for had a Corporate Integrity Agreement or CIA. A CIA is an agreement/settlement between the company and the Office of Inspector General (OIG). This agreement had very strict requirements. One of those requirements were if an employee did not complete all compliance training requirements we would be fined \$1200 per employee, per training. In a typical month, we had 2-5 trainings that employees had to complete. Due to the diligence of my team and myself, no fines were rendered to the company for defaulting on training compliance.

I also served on several teams and committees viewing metrics for the professions standards determining areas of risk and develop training plans to eliminate those areas of risk. One of the large projects I headed, improved employee skills, improved quantity of care to patients, and increased the profitability of the company.

I also evaluated workflow, systems, and employees. I would do an immediate onsite training for the area's of improvement, assessment of employees, determine if employees were trainable or if they needed to be relieved of their duties. Then I would create a long-term plan to continue the improvement of employee skills.

I report monthly to the OIG in regards to specific onsite training, employees' assessments prior to and during the training. I also reported monthly to the board of the company on specific projects that I oversaw.

I am confident that I can handle the demands of the position because of the skill set that I have. The ability to handle several tasks at once, navigate large projects, to see the big pictures with the details, and to work with a team to accomplish tasks; these are a some of the abilities that I excel in. I believe that these assets would make me a great candidate for this role.

I would enjoy having the opportunity to speak with you about this role. I look forward to hearing from you in the near future.

Sincerely,

*Jennifer Horman*



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## PROFESSIONAL PROFILE

I am a professional with logical mind with a practical approach to problem solving and a drive to see things through to completion. I am eager to learn, I enjoy overcoming challenges, committed to development and helping others improve their skills to become more successful in their job and knowledgeable in dentistry, office procedures, and patient care. I have a genuine interest in employee development and relations.

## EXPERIENCE

### Account Coordinator

January 2016 – Present (1 year 4 months)

- Development of policy and procedures
- Development & creation of training programs
- Implementation of training programs
- Audit dental charts and billing according to managed care regulations
- Follow HIPAA and compliance regulations

### Dental Programs Instructor at Ozarks Technical Community College

June 2014 – Present (2 Years 11 months)

- Serve on Advisory Board for Dental Program
- Adult education
- Classroom and laboratory lecture
- Online education
- Student management
- Created assessment proficiencies
- Wrote clinical portion of CODA Accreditation
- Curriculum creation and management
- Developed student skills for real world scenarios
- Well versed in Learning Management Systems
- Mock interviews and resume prep with students
- FERPA and HIPAA

### Manager, Training at CSHM LLC

March 2012 – August 2014 (2 years 6 months)

- Oversee training requirements and compliance for 1300 employees
- Reported directly to Chief Compliance Officer
- Created policies and procedures
- Worked in a supervisory role
- Created training compliant with a Corporate Integrity Agreement (CIA) and Office of Inspector General (OIG) recommendations
- Collaborated with Executive team to identify root cause and solutions



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## Operations Manager, CDA, EFDA

### Manager, Training at CSHM LLC cont.

- Served on CRAFT Committee (Compliance Risk Assessment Team)
- Created and implemented job aids, manuals, and posters.
- Served on Compliance Liaison Committee
- Created ADA approved Radiograph training program
- Reported to Company Board on specific projects
- Facilitated Office Manager Training and New Dentist Orientation/Training
- Assisted in employee evaluations
- Served as Practice Management Software and Documentation expert
- Guest Speaker for Baltimore Compliance Conference 2014
- LMS (learning management software) Administrator
- Reporting of training monthly, quarter, and yearly.
- Balanced, paid, and allocated training expenditures
- Traveled as part of Compliance Risk Assessment team assessing areas of risk and opportunity per team and individuals

### Adjunct Dental Instructor at Vatterott College

January 2010 – February 2012 (2 years 2 months)

- Classroom and laboratory lecture
- Created CODA Dental Program for College
- Served on Advisory Board for Dental Assisting Program
- Taught Advanced Dental Assisting Curriculum
- Created assessment proficiencies for skill checks and curriculum
- Student management
- Mock interviews and resume prep with students

### Lab Assistant Biology Department at Ozarks Technical Community College

September 2009 – December 2009 (4 months)

- Ordering and inventory control for department
- Prepared labs for classes
- Provided tutoring for students
- Disassembled labs after classes

### Business Administrator / Dental Assistant at Dr. Samantha Mullins

September 2005 – September 2009 (4 years)

- Accounts Receivable Management and Recovery
- Utilization of Missouri Expanded Functions
- Billing
- Ordering & inventory control
- Dental Claims
- Digital Radiographs
- Scheduling



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### Dental Assistant at Marshfield Family Dental

May 2001 – May 2005 (4 years)

- Utilized Missouri Expanded Functions
- Scheduling
- Digital Radiographs
- Billing
- Infection Control
- Dental Claims
- Chairside Assisting
- Lab Coordinator
- Business Assistant Duties
- Lab Case Payment Approval
- Accounts Receivable Management and Recovery

## LINKEDIN ENDORSEMENTS

- Leadership Development
- Organizational Development
- Onboarding
- Training
- Employee Relations
- Performance Management
- Human Resources
- Recruiting
- Leadership
- EagleSoft
- Administration
- Staff Development
- Public Speaking
- Customer Service
- Dentrix
- Documentation
- Healthcare
- Software
- Coaching
- Team Building
- Clinical Research
- Dentistry
- Infection Control
- Management
- Microsoft Office
- Process Improvement
- Adobe Programs
- Web Design
- LMS Systems
- Documentation Expert



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## PROFESSIONAL REFERENCES

### Carol-Ann Morbillo (current supervisor)

Accounts Receivable Manager  
Q Management Services  
2300 Buffalo Rd, Suite 300  
Rochester, NY 14624  
631-445-1093  
Cmorbillo22@gmail.com

### Reagan McDougal (co-worker)

Special Projects Manager  
Q Management Services  
2300 Buffalo Rd, Suite 300  
Rochester, NY 14624  
843-615-9991  
reagyjoe@gmail.com

### Kim Otradovec (co-worker)

Dental Program Instructor  
Ozarks Technical Community College  
1001 E. Chestnut Expressway  
Springfield, MO 65802  
417-447-8836  
otradovk@otc.edu