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## OBJECTIVE

I would like to apply the skills I have mastered in my current position to transition into a larger role with a more diverse clientele.

# LUZ RAZO NATIC

## EXPERIENCE

**June 2016–August 2019**

**Private Business Consultant • Self Employed**

- Marketing & E-Marketing-new business and existing business. Marketed in the metro Atlanta Area for numerous Pediatric Dental offices
- Business Analyzation
- Budgets and expense management for each department
- Train new employees
- OSHA regulation
- Recommended suite of reports to be run on a recurring basis to bring transparency to organization
- Formulate recommendations and solutions with attention to client's wishes
- Develop detailed business plans to drive small or radical changes
- Assist clients in executing process and protocol changes
- Provided ad hoc guidance and support for revenue, staffing, billing, and insurance issues.
- Handled employee and doctor schedules

**January 2015–May 2016**

**Office Manager • Children's Dental Center of Acworth**

- Ran daily financial performance report
- Provided exceptional customer service in a fast-paced, high volume dental practice
- Assisted 10+ team members to ensure efficient service for 50-100 customers daily
- Managed financial transactions
- Ran daily financial performance report
- Managed dentist & employee schedules
- Budgeted \$10,000+ of monthly recurring operational expenses
- Established a strong track record of consistently meeting monthly revenue KPIs
- Inventory Management
- Grew organization by 35%+ monthly profit
- Grew revenue by 30% month over month for 12 consecutive months

**October 2013–January 2015**

**Office Manager • A to Z Pediatric Dentistry**

- HR- Payroll, schedules, hiring, training
- Marketing
- AR/AP account- private, insurance, and business accounts
- Ran daily financial performance report
- Maintained dental inventory
- Obtained business permits and licenses
- Obtained doctor credentialing
- Managed staff of 6+ employees
- Business Revue increased from \$0 to 300K
- Established all accounts for business and patients

**January 2009–October 2013**

**Receptionist/Surgery Coordinator • Dentistry for Children**

- Managed schedule and roles for 30+ employees
- Answered/Made over 200+ incoming and outgoing calls
- Set scheduled for Oral Sedation patients
- Obtained Pre-Authorization for Sedation Appointments
- Checked 120+ patients in and out daily
- Submitted 150+ dental claims daily
- Ran daily financial performance report

**EDUCATION**

**Kennesaw State University, Marietta, GA**

President's List (4.0)

Dean's List

GPA 3.5

**SKILLS**

Proficient in Microsoft Office: Word, Excel, PowerPoint; QuickBooks

Proficient in Dental Software: DentalVision, Open Dental, Eaglesoft, and Dentrix

**LANGUAGES**

Fluent in Spanish

**REFERENCES**

[Available upon request.]