

T o n y a K u d l a c e k

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Gotham Plastic Surgery, New York, New York 2020-present *Practice Manager*

- Managed front and back office staff
- Responsible for payroll, training, human resources, credentialing and mentoring staff
- Ensured practice met sales goals and completed daily, monthly, quarterly and annual financial reports
- Implemented and transitioned protocol improvement
- Served as vendor, contractor, and patient main point of contact

Radnet, William Samson, M.D., F.A.C.S., New York, New York 2019-2020 *Practice Manager*

- Consulted and followed-up with patients
- Educated patients on procedures and skin care
- Discussed and arranged financing, closed sales, scheduled consultations and surgical appointments
- Transitioned practice to new skin care line with increased sales
- Served as vendor, contractor, and patient main point of contact

Jeffrey Roth, M.D., F.A.C.S., Las Vegas, Nevada 2018-2018 *Practice Manager*

- Consulted and followed-up with patients
- Educated patients on new procedures and skin care
- Discussed and arranged financing, closed sales, scheduled consultations and surgical appointments
- Responsible for training personnel and meeting practice sales goals
- Implemented and transitioned practice to new software
- Assisted in client acquisition and marketing activities

Yael Halaas, M.D., F.A.C.S., New York, New York 2016-2017 *Practice Manager*

- Consulted with patients, scheduled consultations and surgeries
- Maintained AAAA certification, vendor relations, social media and marketing
- In charge of staffing, training, and meeting practice sales quotas
- Managed surgeon's calendar and travel arrangements
- Supported marketing efforts including training engagements, event planning and managing social, TV and radio engagements, and social media

Glenn Jelks, M.D., F.A.C.S. & Oren Tepper, M.D., F.A.C.S., New York, New York 2011-2016 *Practice Administrator*

- Implemented a HIPAA compliant portal automating billing, patient correspondence and scheduling
- Pre-certified, billed and appealed insurance claims
- Educated patients on procedures and products, generating increased sales
- Scheduled surgeries and tracked sales, ensuring timely payments
- Managed accounts payable and receivable, inventory, and staff

Robert Schwarcz, M.D., F.A.C.S. & Jonathan Sherwyn, M.D., F.A.C.S., New York, New York 2010-2011 *Practice Administrator*

- Scheduled surgeries, managed staff, and handled patient requests and correspondence
- Pre-certified, billed and appealed insurance claims
- Managed patient e-billing, scheduling and electronic records systems ensuring accuracy
- Served as liaison between practice and vendors, hospitals and other medical professionals
- Managed accounting and created monthly budget reports

EDUCATION

City University of New York, Business Management B.S. Graduated Magna Cum Laude 201