

# Veronica Stan

Greenwich, CT

[Veronicastan@hotmail.com](mailto:Veronicastan@hotmail.com)

+1 917 968 3019

Willing to relocate to: Greenwich, CT

Authorized to work in the US for any employer

## Work Experience

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### **Medical Practice Manager**

New York, NY

January 2024 to Present

- Oversee daily operations of the Dermatology office, ensuring efficient workflow and patient satisfaction. Implemented and optimized Office procedures to enhance patient care and staff productivity.
- Monitor and manage office supplies, equipment, and facilities.
- Prepared and managed the practice budget, including revenue forecasting and expense control. Oversaw billing and collections processes, ensuring timely payments and following up on outstanding accounts.
- Analyze financial reports to identify trends and areas for improvement.
- Foster a collaborative work environment that encourages teamwork and employee engagement.
- Address patient inquiries and concerns promptly and professionally.
- Implement and monitor quality assurance programs to enhance patient safety and care standards.

### **New York, NY - General Manager**

Warren Tricomi Salons-New York, NY

June 2018 to December 2023

Maintain continual verbal and written communication with all five locations, while managing 400+ employees.

- Regularly conduct Human Resources trainings with managers to abide by company and industry-wide protocols.
- Oversee the entire inventory process for all locations, encompassing: purchase orders, receivables, internal transfers, and new product research.
- Generate weekly reports of service and retail sales as well as budget generation based upon both short and long term strategic goals.
- Leading front desk training geared towards ensuring strong customer service, effective appointment bookings, new software implementation, and upselling strategies for services, packages, as well as retail.
- Established a dynamic marketing plan for existing and prospective clients.
- Manage the company calendar of events, classes, as well as trunk shows and the schedules for all five locations for front desk staff, assistants, as well as support staff.
- Actively reach out to different organizations to discuss potential joint-business ventures.
- Oversee the talent acquisition process for all locations.

### **Founder/CEO**

Serenity Health and Wellness Center-Greenwich, CT

February 2000 to June 2018

Founded and operated Serenity - overseeing all aspects of the business.

- Calculated and processed payroll on a bi-weekly basis.
- Handled the inventory process from purchase orders to new product research.
- Focused on the research and development of new services to incorporate cutting edge treatments.
- Created and maintained the company website, later conducting targeted marketing campaigns via social media outlets as well.
- Worked with local organizations and sponsored community events.
- Worked closely with Dr Melissa Doft- plastic surgeon

### **General Manager**

Greenhouse Spa-Greenwich, CT  
March 1996 to December 1999

Oversaw six locations.

- Processed bi-weekly payroll manually for 100 employees.
- Physical inventory done monthly, as well as processed and placed orders.
- Created weekly reports and budgets.
- Conducted regular service quality checks across all locations, liaising with clients as well as employees.
- Led front desk training consisting of strategic bookings as well as upselling services and gift certificates.

### **Aesthetician**

Noelle Spa-Stamford, CT  
January 1991 to March 1996

Performed facial and waxing services.

## Education

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### **License**

Beauty School  
1990

### **Accounting Degree**

Academy of Economic Studies - Bucharest, RO  
1985 to 1989

### **License**

Beauty School - Bucharest, RO  
1988

## Skills

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- Training & development
- Bookkeeping
- Payroll
- Social media management
- Retail sales
- Sales Experience (10+ years)
- English

- Medical Receptionist
- Research & Development
- Business development
- training (10+ years)
- Clerical experience
- Project management
- Project planning
- Leadership
- Microsoft Word
- Dermabrasion
- Website maintenance
- Cash register
- Upselling
- Management Experience (10+ years)
- Talent acquisition
- Analysis skills
- Management
- Research & development
- Medical terminology
- Medical office experience
- Marketing
- Typing
- Inventory Management (10+ years)
- Plastic surgery
- Payroll (10+ years)
- Inventory (10+ years)
- Medical office management
- Microsoft Excel
- Microsoft Office
- Sales
- Conflict management
- Payroll Management (10+ years)
- Supervising experience
- Front desk
- Human resources
- Recruiting
- Retail Management (10+ years)
- Calendar management
- POS
- Office Management

- Accounting
- Research
- Customer service
- Organizational skills
- Office management
- Profit & loss
- Hospitality
- Administrative experience
- Project coordination
- Scheduling (10+ years)