

# WENDY SANCHEZ

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## Professional Summary

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Dynamic Medical Practice Manager with over 12 years of experience at City Central Dermatology, excelling in staff supervision and workflow management. Demonstrated success in enhancing operational efficiency and healthcare compliance. Skilled in medical coding and fostering team productivity, significantly improved patient satisfaction, and streamlined billing processes.

## Work Experience

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### Medical Practice Manager

City Central Dermatology-Elmhurst, NY

May 2012 to September 2024

Conducted recruitment, hiring, and training of personnel.

- Monitored daily workflow within the practice to identify areas needing improvement or additional resources.

Provided guidance to physicians on coding requirements when submitting

- claims for reimbursement purposes.

Facilitated communication between various departments within the practice in

- order to optimize efficiency.

Ensured that all medical records are properly filed and stored according to

- established protocols.

Managed daily operations of medical practice including scheduling of

- appointments, supervising staff members, overseeing inventory control, and resolving customer complaints.

Oversaw financial operations such as budgeting, billing, and collections.

- Supervised and provided guidance to staff members, motivating them to perform their best.

Evaluated staff performance, providing feedback and taking corrective action

- when necessary.

Established work schedules and assignments for staff, accorded to workload,

- space, and availability.

Supervised and evaluated work activities of medical, nursing, technical, clerical,

- service, maintenance, and other personnel.

Assisting with procedures: Assisting with surgical procedures such as excisions,

- mole, cyst, and lipoma removals

Setting up surgical suites: Setting up surgical suites with instruments,

- equipment, sterile linen, and fluids

Educating patients: Providing education to patients and families on post-

- operative instructions

Overseeing equipment: Overseeing the upkeep of equipment and tools,

- guaranteeing cleanliness and sanitation standard

Employee Recruitment and Hiring

- Employee Work Scheduling

- LANGUAGES

Spanish

- Fluent

## Education

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### **High School Diploma**

Bushwick Highschool for Social Justice - Brooklyn, NY

June 2010 to June 2010

## Skills

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- New Hire Training
- Staff Supervision
- Staff Management
- Insurance Verification
- HIPAA knowledge
- Workflow Management
- Supplies Ordering
- Appointment Scheduling
- Payroll Administration
- Medical Billing
- Employee issue resolution
- Resource Management
- Electronic Health Records
- Insurance Billing
- Reimbursement tracking
- Medical personnel recruitment
- Medical Coding
- Medical practice management
- Human Resources Management
- Healthcare Compliance
- Organizational Skills
- Records Management
- Schedule Management