

# Melanie Chavez-Zelaya

DENTAL OFFICE/ASSISTANT

**Round Rock, Texas | 516.382.6985 | melaniechavezelayarda@gmail.com**

## Objective

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Versatile and dedicated dental professional with over 3yrs of experience in both administrative and clinical support roles. Committed to delivering exceptional patient care and contributing to a well-organized, team-driven dental practice.

## Experience

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### Town Center Dental – Cedar Park, TX

Dental Receptionist | Treatment Coordinator

**2024 – Present**

- Verify patient insurance eligibility, obtain breakdowns, and coordinate patient's benefits
- Present and explain treatment plans, including financial options and scheduling
- Manage front desk operations, answer phones, and maintain organized patient records
- Utilize Eaglesoft to manage patient information, treatment plans, and billing

### Kane Dental – Hempstead, NY

Dental Receptionist | Assistant | Treatment Coordinator

**2021 – 2024**

- Coordinated front desk tasks, including scheduling, insurance verification, and presenting treatment plans
- Took digital X-rays, prepared trays, and sterilized instruments according to OSHA guidelines
- Assisted chairside during a variety of procedures including fillings, extractions, and hygiene visits
- Handled billing, collections, and coordinated benefits with insurance providers

### Village of Hempstead Sanitation Department – Hempstead, NY

Receptionist

**2021 – 2021**

- Greeted and assisted visitors, contractors, and staff while ensuring compliance with security protocols
- Responding to resident inquiries regarding sanitation services, waste disposal, and collection services
- Scheduled special pickups for bulk items such as mattresses, furniture, and appliances.
- Maintained and updated records of sanitation schedules, staff routes and service logs.

## **Bed Bath & Beyond – Westbury, NY**

Cashier

**2018 – 2020**

- Operated cash register and processed sales transactions accurately using cash, credit, and gift cards
- Assisted customers with inquiries about products, promotions, and store policies
- Handled returns, exchanges, and refunds in accordance with company policies
- Promoted store credit card sign-ups and loyalty programs to enhance customer benefits

## **Skills**

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- Bilingual (English/Spanish)
- Time Management
- Attention to detail
- Multitasking in fast-paced environments
- Adaptability
- Patient communication
- Eaglesoft and Denticon software proficiency
- Insurance verification and breakdowns
- Treatment planning support

## **Education**

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**Hunter Business School – Levittown, NY**

**Medical Office Administration program, Graduated**

**Uniondale High School**

High School Diploma

**Dental Genius Assisting School**

Obtaining RDA

## **Certification**

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- **NYS Lifeguard Certified – Nassau County, NY** **Since 2019 – Exp 2022**
- **Medical Office Administrator Certification** **November 2022**

## **References**

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Natasha Escobar  
Office Manager Kane Dental Centers of Hempstead  
natasha@kanedentalcenters.com | 516-483-2220  
Relationship: Former office manager

David Adler  
Practice owner Kane Dental Centers of Hempstead  
info@kanedentalcenters.com | 516-483-2220 646-208-9836  
Relationship: Former employer

Dr. Nahid Sheikh  
Dentist Kane Dental Centers of Hempstead  
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Relationship: Former colleague