

Alejandrina B. Torres

(860) 997-9591 | Email: Alejandrtrrs19@gmail.com

SUMMARY

Detail-oriented and compassionate Dental Administrative and Clinical Professional with over a decade of experience supporting dental practices through front desk operations, insurance coordination, and chairside assistance. Adept in managing multi-specialty procedures, sterilization protocols, and digital imaging technologies including Dentsply 3D Scanner, Romexis, and Dentrrix. Proven ability to streamline office workflows, enhance patient satisfaction, and ensure compliance with HIPAA and OSHA standards. Skilled in insurance verification, treatment planning, and financial coordination, with a strong commitment to patient care and practice efficiency. Seeking to leverage extensive experience and recent dental assistant training in a dynamic dental healthcare setting.

EXPERIENCE

Southington Dentistry Plantsville, CT

October, 2024 – July, 2025

Dental Assistant

- Assisted in multi-specialty dental procedures, including sedation.
- Maintained aseptic techniques and sterilization protocols.
- Prepared operatories to improve ergonomics and efficiency.
- Used advanced imaging tools like Dentsply 3D Scanner and Romexis software.
- Captured high-resolution intraoral images for comprehensive evaluations.

Charter Oak Health Center, Hartford, CT

August, 2018 – September, 2019

Front Desk Administrator

- Handled clerical tasks and front desk operations.
- Managed Medicaid and commercial insurance claims.
- Oversaw patient accounts and financial matters.
- Delivered quality service to foster patient relationships.
- Generated end-of-day reports for account accuracy.

Apple Dental, LLC, New Britain, CT

July, 2017 – December 2017

Front Desk Administrator

- Scheduled appointments and checked in patients.
- Processed insurance claims for Medicaid and commercial plans.
- Coordinated financial treatment plans to boost productivity.
- Supported front desk operations and patient communications.
- Ensured smooth workflow between administrative and clinical teams.

Brilliant Smile Dental, Meriden, CT

September, 2016 - July, 2018

Front Desk Administrator

- Verified insurance and presented financial treatment plans.
- Discussed payment options to improve case acceptance.
- Submitted pre-treatment estimates for insurance accuracy.
- Used Claim Connect for electronic claim submissions.
- Assisted with dental lab tasks and general dentistry procedures.

Columbia Dental, Manchester, CT

May, 2014 - June, 2023

Commercial Insurance Specialist & Clinic Coordinator

- Verified dental benefits and optimized treatment planning.
- Used online portals for efficient insurance data management.
- Minimized claim errors through detailed processing.
- Presented financing options and supervised hygiene clinic.
- Maintained sterilization logs and operated I-CAT imaging.

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Globus Dental, Manchester, CT

August, 2012 - December, 2013

Per Diem Dental Assistant

- Assisted general dentist with procedures and sterilization.
- Used Kodak imaging for digital radiographs.
- Presented treatment plans with financing options.
- Maintained operatory and sterilization areas.
- Created reports for treatment authorizations.

I Smile Family Dentistry, Hartford, CT

August, 2012 - December, 2013

Per Diem Dental Assistant

- Assisted chairside and followed infection control protocols.
- Fabricated custom trays and night guards in dental lab.
- Used Dentrrix (Vixwin) software for dental imaging.
- Poured models and mounted X-ray films.
- Supported general dental procedures and sterilization.

EDUCATION

CSDAs Smile Success Center Pre-job training for Dental Assistants, Southington, CT

Certificate – September, 2024

Catholic Charities Workforce Readiness Group, Hartford, CT

Certificate of Completion – December, 2024

CREC Adult Education Program, Hartford, CT

High School Diploma – May, 2009

CERTIFICATIONS

UConn Radiation Health and Safety Competency – June, 2025

MedSafe OSHA safety for Dental Environments – December, 2024

MedSafe HIPAA Privacy & Security (Omnibus) – October, 2024

C.E. Dental Insurance Billing & Coding – October, 2017