

# Bryan Glover

## Dental Office Manager

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Austin, TX  
[LinkedIn](#)

### WORK EXPERIENCE

#### Happy Smile Dental

Dental Office Manager

Austin, TX | 2020 - current

- Awarded employee of the month in May 2020 for spearheading efforts to safely re-open the office during Covid 19 while ensuring all health and safety standards were followed
- Worked closely with the maintenance staff for the building to create processes to ensure proper cleaning of all areas of the office
- Assisted patients with scheduling necessary follow ups per the dentist's recommendation and checked in with patients to remind them of their appointments
- Called insurance companies on the behalf of patients to educate patients on what procedures their insurance did and did not cover
- Completed medical record requests (internal and external) and finalized invoices as needed

#### MTG Investing

Office Manager

Denver, CO | 2019 - 2020

- Executed processing of vendor contracts through a standardized process leading to a reduction in errors of 40%
- Provided administrative support to the Director of Marketing overseeing a team of 30 full-time employee
- Created robust and thorough procedures to evaluate prospective vendors reducing the time to source and onboard new vendors by 7%
- Acted as the first point of contact for new and existing clients and directed their calls to the appropriate staff members

#### Spectrum

Customer Service Rep

New York, NY | 2015 - 2019

- Exceeded sales targets by 22% in 2018 by maintaining a robust knowledge of product offerings and quickly assessing customer needs
- Quickly resolved customer questions or issues with a compassionate and empathetic approach
- Streamlined the process of responding to billing inquiries by building a comprehensive flow-chart for customer service specialists saving over 20 hours of manual work each week
- Trained new customer service staff on company best practices then provided ongoing coaching to improve employee performance

### SKILLS

Personable  
Microsoft Suite (Excel, Word, PowerPoint)  
Facilities Management  
Driven  
Thoughtful

### EDUCATION

#### University of Chicago

Bachelor of Arts  
Communications  
2011 - 2015  
Chicago, IL