

- 
- Cost Control
 - Productivity
 - Client Growth

Vanessa J. Ralstone

Senior Administrative Manager

650.555.5555

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 [vjralstone](#)

Areas of Expertise

- Business Administration
- Customer Relations
- Management Accounting

- Training & Development
- Billing & Collections
- Project & Time Management

Enterprising Senior Office Manager with outstanding record of increasing client base and boosting profits. Resurrected client relationships and revitalized community image. Established high expectations of employee performance to improve productivity. Managed sophisticated practices and handled sensitive information. Recognized for enviable competencies in negotiating, problem solving, decision making, and debt recovery.

Professional Experience

Practice Management & Growth

- Generated 36% clientele growth by revamping administrative systems and functions.
- Devised and executed innovative marketing strategies to attract more clients. Convinced owner to offer early morning appointments; recouped staffing and administrative costs of extended service hours within 6 months.
- Restored 60% of lost business caused by dysfunctional employee relations. Re-established healthy work environment, reinstated positive relations with clients, and revitalized quality service by exercising superb mediation and intervention skills.
- Improved community relations by hosting special projects and promoting services. Managed event planning and teamed with design groups to create collateral materials.

- Generated 36% clientele growth
- Restored 60% of lost business

Financial Management & Cost Reduction

- Recovered \$100K+ in delinquent accounts
- Increased client retention 15%
- Spearheaded technology upgrades
- Trained and developed staff of 20: focused on quality and cost consciousness
- Pursued legal action and collected payment of client debt.
- Recovered \$100K+ in delinquent accounts receivable (A/R). Worked individually with clients to coordinate debt repayments.
- Improved profitability of operations by facilitating owners' decision making. Delivered high-quality financial data to the senior partners. Conducted cost/benefit analyses and prepared financial reports.

Productivity & Quality Improvement

- Increased client retention 15% by responding quickly to client inquiries. Integrated front- and back-office processes to facilitate troubleshooting and accurate decision making.
- Strengthened productivity and quality of customer service by communicating performance expectations to employees and conducting employee evaluations with feedback.
- Spearheaded technology upgrades to expedite administrative processes, accelerate quality of service, and strengthen CRM.
- Orchestrated smooth transition to new office cloud systems; researched equipment and vendors, negotiated contracts, and scheduled installation and training.

Employment History

Senior Office Administrator ● 2011 to Present

Albert Romani, DDS, San Francisco, CA

Hired by large practice servicing 15,000+ clients annually. Recovered \$100K+ in outstanding debt. Grew client base more than 36% over 6 years by overhauling office procedures, improving CRM, and applying creative marketing strategies.

Office Manager ● 2010 to 2011

Dale Hands, DDS, Sausalito, CA

Joined busy but disorganized private practice. Revamped critical business processes, strengthened poorly performing operations, and trained staff to be quality and cost conscious.

Office Administrator ● 2008 to 2010

Austin Powell & Associates, San Francisco, CA

Brought back more than 60% of business and gained 15% in client retention by overhauling office processes, improving employee relationships, and training staff in CRM to provide high-quality service.

- Created marketing strategies that grew clients base 36%
- Proved leadership competencies: restored 60% of business and gained 15% in client retention

Employment History (cont.) Vanessa J. Ralstone 650.555.5555

Practice Manager ● 2006 to 2008

Van Ness Dental Group, San Francisco, CA

Achieved extraordinary success in collecting delinquent client payments. Trained staff of 20 and implemented world-class office management procedures in practice serving 35,000+ clients annually.

Practice Manager ● 2003 to 2006

James Barnes & Associates, South San Francisco, CA
Tucker Dental Group, San Bruno, CA

Education & Professional Training

B.S. Business Administration, summa cum laude
University of California, Berkeley, 2003

Highlights of Professional Training

Effective Practice Management Techniques

Academy of Management Sciences

Financial Management

Dun & Bradstreet

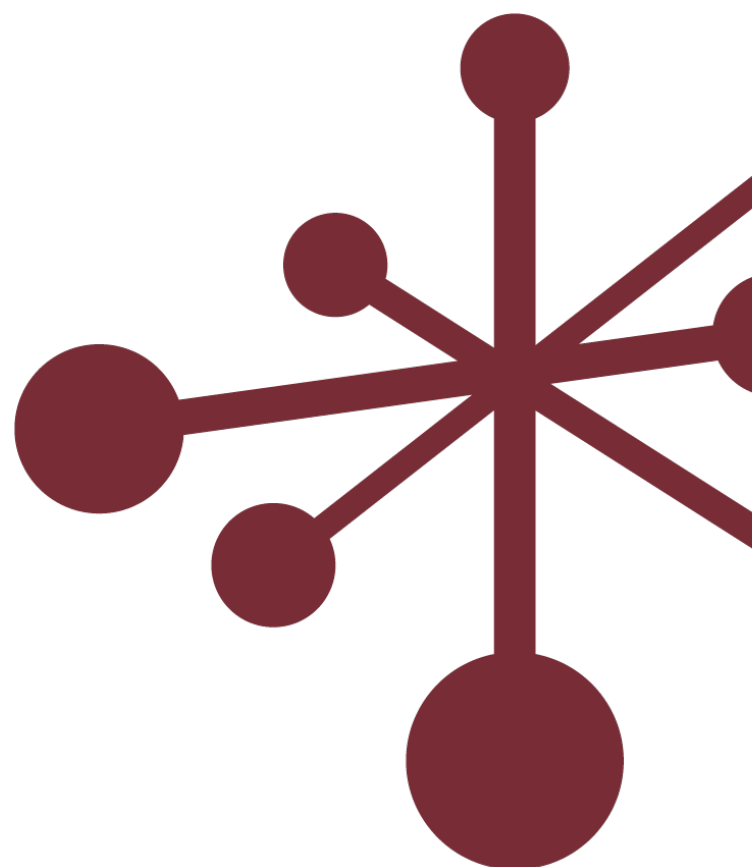
Insurance Billings & Collections

McVey & Associates

Affiliations

American Management Association

United States Judo Association



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