

DORCAS AMOO
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PERSONAL STATEMENT:

Having achieved a higher national diploma in general computing and worked within customer service and administration for a combination of over five years, I decided to change my career and embarked on the journey to becoming an excellent dental nurse, now qualified, fully registered with the GDC and with an overall more than three years experience in Dentistry. In customer service, administration and dental nursing, I have developed extensive administrative, customer care, communication, and necessary transferable and clinical skills. I consider myself an excellent team player who is able to multi-task. I am a friendly, caring, helpful, supportive, service delivery driven individual who values a rewarding career with a reputable company.

EDUCATION & QUALIFICATIONS:

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| July 2017 & May 2018 | Bupa Dental Care with healthcare learning & Survive Alive Ltd |
| Management of medical emergencies in Primary Dental Care | |
| Oct 2015 & Aug 2016 | DBG, (Dental Showcase) Birmingham & Brightside Dental, London |
| Medical Emergencies (Basic Life Support) | |
| Apr 2015 | Lotus Dental School, London |
| NEBDN National Diploma in Dental Nursing | |
| Feb 2015 | Work Skills & Independence Group CIC, Romford |
| Food Safety Level 2 | |
| Nov 2013 | London Borough of Barking & Dagenham |
| Safeguarding & Child Protection | |
| Sept 2013 | Advance Training Academy, Stratford Centre, London |
| Preparing to Teach in the Lifelong Learning Sector Level 4 | |
| Dec 2012 | Family Mosaic, Romford, Essex |
| British Safety Council Level 1 Award in Health and Safety at Work | |
| Jul 2012 | Imperial College Business School, London |
| The HERA Entrepreneurship Programme | |
| Aug 2011 | Barking & Dagenham College, Romford, Essex |
| Higher National Diploma in Computing with knowledge of Microsoft Suite | |
| Jan 2001 | West African Examination Council, Lagos |
| 8 GCSEs including Maths (C), English (C), Yoruba (B) | |

IT AND PERSONAL SKILLS:

Languages: English & Yoruba

PC literate: Microsoft Office Suite (Word; Excel; Access; Outlook; PowerPoint; Project) and Internet

Personal skill:

- Excellent research, numerical and administrative skills
- Excellent interpersonal and understanding of communication within a dental environment
- Excellent listening skills, tactful & polite
- Excellent organisational skills; attention to details & accuracy
- Great time management; prioritising, multi-task & adaptability within a dental environment
- Excellent self-motivation; creative and innovation skills
- Highly problem solving & calm under pressure
- Maintains health & safety within a working environment including dental practice
- Food hygiene and medical emergency skills

- Bilingual & Full UK clean driving licence

July 2017 – Present

Bupa Dental Care, Devonshire Square London

Qualified & Registered Dental Nurse

- In charge of general stock control and management for the practice
- Stock taking
- Daily providing high quality chair side support to the specialists; endodontist, orthodontists, aesthetic dentists, hygienists and patients as required and in accordance to the 'Code of Ethics' of the BADN and the GDC 'Scope of Practice'
- Daily carrying out tasks pre and post patient treatments such as setting up, patient monitoring, support and advise, patient record keeping and confidentiality, radiographs processing, decontamination, stock rotation, instrument management, waste management, impression taking and lab-work management
- Actively taking part in audits as required.
- Assisting with the monitoring of medical emergency kits
- Ensuring surgery standards are met daily and documenting
- Following Bupa's policies and procedures such as, for infection prevention and control. For example, hand hygiene and others as set in the HTM 01-05.
- Taking reasonable care of own health and safety and that of others
- Ensuring risk assessments standards are met
- Attending monthly practice meetings and nurses meeting as required
- Ensuring participation in Continuing Professional Development trainings available within the practice

Nov 2016 – July 2017

Essex Family Dental, Romford

Qualified & Registered Dental Nurse

- Took charge of day-to-day running of the practice
- Daily provided high quality chair side support to dentists, hygienists and patients as required and in accordance to the 'Code of Ethics' of the BADN and the GDC 'Scope of Practice'
- Daily carried out tasks pre and post patient treatments such as setting up, patient monitoring, support and advise, patient record keeping and confidentiality, radiographs processing, decontamination, stock rotation, instrument management, waste management, impression taking and lab-work management and meetings as required
- Followed practice policies and procedures such as, for infection prevention and control and others
- Took reasonable care of own health and safety and that of others
- Assisted with reception and any clerical duties as required and other tasks as reasonably requested by the principal dentist
- Ensured participation in Continuing Professional Development trainings available within and outside the practice

July 2015 - Nov 2016

Brightside Dental, London

Trainee to Qualified & Registered Dental Nurse

- Studied to achieve a national diploma in Dental Nursing
- Daily provided high quality chair side support to dentists, hygienists and patients as required and in accordance to the 'Code of Ethics' of the BADN and the GDC 'Scope of Practice'
- Daily carried out tasks pre and post patient treatments such as setting up, patient monitoring, support and advise, patient record keeping and confidentiality, radiographs processing, decontamination, stock rotation, instrument management, waste management, impression taking and lab-work management, construction of mouth-guards, retainers and whitening trays, implant fit, sedation and more
- Followed practice policies and procedures such as, for infection prevention and control and others
- Assisted with the training and supervision of new trainee dental nurses
- Took reasonable care of own health and safety and that of others
- Assisted with reception and any clerical duties as required and other tasks as reasonably requested by the principal
- Attended daily and monthly practice meetings
- Ensured participation in Continuing Professional Development trainings available within the practice and the Dental Showcase Event

Jan 2014 – July 2015

Volunteer/Continuing Personal Development

- Studied for a higher level food hygiene qualification
- Volunteered at the Richard House Children's Hospice Beckton
- Volunteered with CaterPlus Romford

Aug 2013 – Jan 2014

Abelle/Young Harmonisers, Dagenham

Administrative Coordinator

- Assisted & attended meetings with senior management and trainings as required with minutes taking
- Recruited, selected new staff , took up references, booked and arranged staff trainings
- Managed vital aspects of staff & parents' communication
- Provided administrative support to the senior management such as sorting paperwork, filing, printing, scanning, used photocopy machine, deliveries and all other administrative tasks as required
- Made and received telephone calls with email messages and relayed messages as required
- Used Excel to collate, input and reconcile any cash payments
- Maintained pupil's information & register on the database either manually or electronically
- First point of contact; dealt with queries, enquiries , and complaints from parents and staff
- Adhered to the health & safety, safeguarding children and data protection policies of the company

Nov 2011 – Mar 2013

Debenhams Plc, Romford

Sales Adviser

- Provided exceptional customer service to all customers through advice and assistance
- Handled cash and till operation
- Encouraged customers to take up the Debenhams store card in order to take advantage of further benefits
- Daily deliveries and tagged products to avoid theft and product maintenance
- Merchandised stock to improve on daily sales
- Adhered strictly to company's health and safety policies

Sept 2011 – Jan 2012

Auntie Anne's, Romford

Sales Team Member

- Assisted in the preparation of food and serving pretzels to clients and staff
- Assisted in ensuring a high level of health and safety, cleanliness, food hygiene and to ensure that safe working practices are followed
- Assisted in stock taking and storage of stock, including checking deliveries
- Worked with other team members, managers and supervisors as part of a team to meet quality assurance standards
- Till and cash handling

Jun 2008 – Jul 2010

Gold's Gym UK Ltd, Dagenham

Customer Service Officer

- Front of house representation
- Took inbound calls from customers to deal with a variety of queries
- Resolved customers queries in a timely manner and escalated to higher management where necessary
- Promoted and maintained excellent customer relations by personal manner, appearance, integrity and proactively promoted sale of products and services
- Remained calm under pressure whilst dealing face to face with customer complaints
- Till operation and cash handling at sale point and banking
- Adhered to company's health and safety policies

HOBBIES:

Enjoy cooking, sewing, singing, spending time with family, friends, and social media such as Facebook and Instagram

References available upon request