**Mustapha Mansuri**

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**SUMMARY OF QUALIFICATIONS:**

2+ years of experience as a Dental Surgeon in Kathmandu, Nepal and an additional 2+ years of Customer Service experience within retail industry. Recently completed Computer Literacy Level 2 course which included Microsoft Office (Word, Excel, Outlook), Cloud Computing, Internet, Email and Calendars. Able to type 45+ WPM. Consistently recognized for positive and friendly demeanor. Quick learner and Multilingual in English, Hindi, and Nepali. Recently completed a Medical Office Training course which consisted of medical terminology, patient registration, appointment scheduling, insurance plans, and HIPAA guidelines.

**EDUCATION:**

**Bachelor of Dental Surgery**

*B. P. Koirala Institute of Health Sciences*, Dharan, Nepal. 2007- 2013

**BLS for Healthcare Provider (CPR and AED)**

*American Heart Association* 11/2015-11/2017

**Medical Office Certificate**

*Goodwill Easter Seals*, Saint Paul, MN 2016

* Medical terminology
* Patient registration
* Appointment scheduling
* Insurance plans
* HIPAA

**Computer Literacy Level 2**

*Goodwill Easter Seals*, Saint Paul, MN 2016

**PROFESSIONAL EXPERIENCE:**

**Intern**

*Children’s Dental Services*, Minneapolis, MN 11/2015- Present

* Shadowed front desk staff and helping them as needed.
* Scanned and uploaded patient information documents in Open Dental Software.
* Instrument sterilization.
* Shadowed dental procedures and treatment.

**Customer Service Representative**

*SuperAmerica*, Minneapolis, MN 05/2016- Present

* Greeting and Welcoming patients
* Collecting payments
* Making sure all customers are satisfied and happy with the service

**Dental Surgeon**

*Om Samaj Dental Hospital,* Kathmandu, Nepal 08/2013- 08/2015

* Examined teeth, gums, and related tissues, using dental instruments, x-rays, or other diagnostic equipment, to evaluate dental health, diagnose diseases or abnormalities, and plan appropriate treatments.
* Administered anesthetics to limit the amount of pain experienced by patients during procedures.
* Formulated plan of treatment for patient's teeth and oral tissue.
* Diagnosed and treated diseases, injuries, or malformations of teeth, gums, or related oral structures and provided preventive or corrective services.
* Designed, made, or fit prosthodontic appliances, such as space maintainers, bridges, or dentures, or write fabrication instructions or prescriptions for denturists or dental technicians.
* Wrote prescriptions for antibiotics and other medications.
* Performed Restorative and Endodontic treatment.
* Advised or instructed patients regarding preventive dental care, the causes and treatment of dental problems, or oral health care services.
* Used masks, gloves, and safety glasses to protect patients and self from infectious diseases.

**Customer Service Representative**

*Muskan Medical Hall (Pharmacy)*, Jaleshwor, Nepal 08/2005- 08/2007

* Provided excellent customer service by greeting each customer as they entered the store and answering questions as needed.
* Sold medicine as per prescription and over the counter medicine.
* Gave instructions for dosage and directions of use.
* Collected and processed payments.