

Nohemi Buelna Moser  
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### **Career Objective**

To pursue a career as a full-stack developer where I can utilize my skills and service experience to provide the optimal client care experience.

### **Education**

University of North Carolina-Charlotte | Diploma of Graduation Charlotte, NC

#### **Coding Bootcamp**

Kaplan College | Diploma of Graduation Palm Springs, CA

#### **Dental Assisting Program**

Indio High School | Diploma of Graduation Indio, CA

#### **General Education**

### **Summary of Skills & Abilities**

- Bilingual (Fluent English and Spanish)
- HTML
- CSS
- JavaScript
- React.js
- Web development
- UI/UX
- MySQL
- NoSQL
- JSON
- Object-oriented programming
- Node.js
- Express.js
- Responsive Designs
- Bootstrap
- MongoDB
- DBeaver
- Application Programming Interfaces (API)
- REST APIs
- Customer service abilities
- Liaison between customer and provider
- Handling customer complaints and providing resolution
- Proficient in various practice management software

### **Certification and Licenses**

BLS Credential-American Heart Association/Healthcare Provider

### **Work Experience**

Cardinal Financial, LP

Charlotte, NC

#### **Client Advocate**

08/2020-07/2023

Performed various tasks and roles including verification of employment, ordered loan payoffs, requested and reviewed homeowner's insurance policies, requested and reviewed home title documentation,

requested and reviewed homeowner's association documentation, underwriting preparation, and client advocacy where I worked directly with the client in obtaining the documentation necessary to close their loan.

Pearl. Dentistry Reimagined

Charlotte, NC

**Reception Associate**

03/2018-07/2020

Answered phone calls and provided high-quality customer care in a high-call volume environment, managed email correspondence in timely manner, translated information as needed, handled patient concerns and questions to ensure a quality experience for every individual, and communicated with health insurance providers for patient dental benefits.

Serene Dental Spa

Weddington, NC

**Dental Assistant**

03/2015-03/2018

Provided chair side assistance for procedures including extractions, composite fillings, root canals, crown preparation, and prophylaxis appointments. Roomed patients, prepared tray setups, broke down exam rooms after each patient visit, took diagnostic X-Rays using NOMAD Handheld X-Ray System, and cleaned and stocked rooms. Assisted front office team members as needed.

Dentist Salud

Matthews, NC

**Dental Assistant**

11/2014-02/2015

Provided chair side assistance for general procedures in an office with a primarily Spanish-speaking demographic. Roomed patients, prepared tray setups, and broke down exam rooms after each visit. Took diagnostic X-Rays and cleaned and stocked rooms.

Center for Orthodontics

Rancho Mirage, CA

**New Patient Coordinator**

10/2012-08/2014

Took digital diagnostic X-Rays and photographs for new patient consultations as well as 3D scans using Planmeca Promax 3D. kept track of all patients who are not yet ready for orthodontic treatment. Took alginate impressions as well as Invisalign impressions. Scheduled new patient consultation appointments and provided outstanding customer service. Translated treatment plans to Spanish-speaking patients. Recorded patient information using Dolphin Management Software.

TJMaxx

Palm Desert, CA

**Service Desk Associate**

01/2011-09/2012

Maintained a clean work environment, provided excellent customer service, performed cashier duties, and translated information for customers as needed. Processed returns and exchanges.