

Sajia Sulaiman

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Skills

- Excellent customer service, writing and research skills
- Proficient in Microsoft Word, Windows vista/7, MSFT Outlook, Excel-2010: Macros and PowerPoint.
- Knowledge in using audio and video recording equipment
- Fluent in Bengali, Hindi, Urdhu

EDUCATION

LaGuardia Community College/CUNY, Queens, NY

Expected Graduation: 7/19

Associate in Applied **Network administration and security option**, Computer Science program.

ACTIVITIES

Bangladesh Student Association (BSA), LaGuardia College, New York

02/2017-Present

Program Coordinator

- Educate incoming student about the opportunities and sources provided by Baruch College.
- Plan and organize large events

FEDERAL WORK STUDY PROGRAM, LA GUARDIA COLLEGE, NEW YORK

07/2014-08/2014

- Answer the phone and take messages for Center personnel.
- Assist students, staff and faculty in the use of the various computer programs and videos located in the center's computer room and Center's conference room.
- Keeping the bulletin boards organized and up-to-date.
- Assist the Center's personnel in publicizing events by creating, addressing and posting materials on the bulletin boards around campus.

WORK EXPERIENCE

Endodontist Office, **Flushing**

02/05/2018-07/27/2018

Dental Receptionist/Assistant

- Highly skilled in greeting patients and visitors in a quick, courteous and obliging manner
- Politely answered phones and scheduled or confirmed office appointments.
- Checked patients into the office and verify insurance coverage and plans.
- Effectively operated x-ray machines and developed x-rays.
- Set up examination room and dental trays restoration, cleaning, root canal and examination
- Successfully assisted the dentist by performing four handed dentistry and other chair-side duties.
- Competently prepared dental materials including cement and amalgams.
- Diligently cleaned instruments and work areas in accordance with sterilization and disinfected protocol.
- Maintain proper universal precautions and infection control procedures at all times.
- Recorded patients' medical history, vital statistics, and information such as test results in medical records.
- Organized mail, packages, and supplies
- Performed administrative duties such as faxing, pulling, and filing away patient charts. Also, preparing and mailing off business letters.

- Provided differentiated customer service by anticipating customer needs, demonstrating compassion and care in all interactions, and actively identifying and resolving potential service issues
- Focused on the customer by giving a warm and friendly greeting, maintaining eye contact and offering help locating additional items, when needed
- Achieved high sales goals with value focused customer service
- Trained and supervised new employees, opened/closed cash register on daily basis, completed all necessary paperwork at night for closing.
- Met sales objectives; received and processed shipments and organized the store floor according to plan.
- Supervised and mentored staff in customer service, cash management, inventory management, ordering and receiving, merchandising, scheduling, and security.
- Increased stores profitability by re-merchandising inventory with attractive displays.
- Developed and maintained customer base by creating a welcomed atmosphere.
- Improved operations through effectively supervising daily staff assignments.
- Multi-tasked as a sales representative and a cashier, handled all payment methods from cash, checks, travelers checks, credit and debit cards, as well as gift certificates.
- Developed and created an effective filing system to accelerate paperwork processing
- Stocked and rotated inventory, prepared payroll including cash drawers and checking equipment for proper functioning

- Helps health care providers and patients by greeting them in person and by phone; answering questions and requests; referring inquiries to the pharmacist.
- Maintains pharmacy inventory by checking pharmaceutical stock to determine inventory level; anticipating needed medications and supplies; placing and expediting orders; verifying receipt; removing outdated drugs.
- Maintains a safe and clean pharmacy by complying with procedures, rules, and regulations.
- Protects patients and employees by adhering to infection-control policies and protocols.
- Organizes medications for pharmacist to dispense by reading medication orders and prescriptions; preparing labels; calculating quantities; assembling intravenous solutions and other pharmaceutical therapies.
- Maintains records by recording and filing physicians' orders and prescriptions.
- Ensures medication availability by delivering medications to patients and departments.
- Prepares reports by collecting and summarizing information.
- Contributes to team effort by accomplishing related results as needed