



# Adina Bobocioiu

- With a sociable and positive nature, I excel at building strong, lasting relationships. My ability to connect with people and create a welcoming environment has been a consistent strength throughout my career. I am eager to apply these skills to enhance patient care and contribute positively to the team.
- My Linkedin: <https://www.linkedin.com/in/adina-bo>
- GDC Registered

## CONTACT

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## CORE QUALIFICATIONS

- Customer Service Skills
- Organizational Skills
- Clerical
- Problem management
- Health and safety compliance
- Exceptional customer service
- Computer literate
- Infection control
- Patient schedule management
- Chairside assisting
- Multilingual
- Customer relationship management
- Kodak R4, Dentally
- Communication skills
- Team management

## LANGUAGES

Romanian:	C2
Proficient	
Spanish:	C1
Advanced	
Italian:	B1
Intermediate	

## EXPERIENCE

### *Dental Nurse*

Colosseum Dental Group - London

- 07/2021 - Current
  - Decontamination room duties to maintain a sterile environment
  - Setting up the surgery and stocking up for dental procedures
  - Processing X-rays
  - Accurate dental charting using R4 and Dentally for comprehensive patient records
  - Collaborating closely with dentists to provide optimal patient care
  - Effective stock management to ensure essential supplies are readily available
  - Providing cover for other practices part of Colosseum
  - Utilized my language skills to translate for patients in Spanish, Romanian, and Italian
  - Implant nursing and occasional TRIOS scanning and dental photography

### *Dental Receptionist*

Colosseum Dental Group - London

- 06/2020 - 07/2021
  - Warmly greeted patients as they arrived and managed phone inquiries
  - Handled patient payments efficiently and accurately
  - Scheduled and coordinated patient appointments, sending timely reminders
  - Registered new patients and ensured completion of medical history forms
  - Maintained office inventory and supplies for smooth operations
  - Conducted end-of-day procedures to close the clinic
  - Assisted with various administrative tasks.

### *Spa Supervisor*

Hilton Park Lane Spa To You - London

- 11/2017 - 03/2020
  - Dealing with high-end customers such as TV celebrities, politicians, etc
  - Taking bookings via email, telephone or in person and advising on treatments
  - Administrative Support: managing records, assisting with payroll and arranging the rota
  - Processing payments and refunds
  - Efficiently managed spa product inventory, supplies, and equipment
  - Oversaw stock levels and replenished items as needed
  - Collaborated in the development and execution of spa marketing

strategies and promotions

- Ensuring the spa therapists are properly trained
- Spa tours and presenting our products and services
- Handling complaints in line with Spa to You policy.

#### *Travel Consultant*

##### **TUI Group, Timișoara**

- 09/2015 - 11/2017
- Prioritized client needs and preferences in planning and arranging tailor-made packages
  - Multilingual Communication: Proficient in English, Romanian, Spanish, and Italian, enabling effective communication with diverse clients
  - Collecting payments and redacting contracts in line with the cancellation policies of every channel used (sometimes 3 or more )
  - Booking flights, bus tickets, transfers, cruises, car rental and arranging special offers
  - Meeting sales targets and contacting customers for feedback
  - Liaising with flight companies and building relationships with our partners
  - Providing 24/7 support as well as emergency support for unforeseen circumstances (volcano eruptions in Bali, hurricanes in the Caribbean, etc)

#### *Administrative Assistant*

##### **TUI Travel, Timisoara**

- 02/2012 - 09/2015
- Maintaining digital and physical financial records
  - Manually recording daily transactions in the books of prime entry
  - Processing payments
  - Drafting contracts for the Travel Agents
  - Support with translating documents for clients and employees
  - Archiving financial documents
  - Secretarial duties

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## **EDUCATION**

May 2023

**Diploma of Higher Education Dental Nursing**  
**City and Guilds College** - London

2016

**Bachelor's Travel Management**  
**University Dimitrie Cantemir** - Timisoara, Romania