

Umme Kulsum

Dental Assistant

Toronto, SD

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Summary

Dedicated and hardworking dental assistant with 5 years of experience providing general dental services as well as orthodontic care to patients, accompanied by a proven track record of maintaining professional conduct and a professional demeanor.

Education

Vista High School

High School Diploma • Houston, Texas

Skills

Communication Skills, Dental Assisting, Computer Skills, Dentrix, Eaglesoft, Customer Service, Dental Office Experience

Experience

Teeth Tips & Dental Floss

February 2020 - Present

Dental Assistant • Houston, Texas

- Monitored patient records and conducted 10 dental visits per day, increasing patient retention by 15%
- Updated the patient's chart and dental hygiene handbook in collaboration with the dental assistant educator
- Collaborated with the dental hygienist to establish a system for scheduling, monitoring and rewarding patient compliments and referrals
- Coached 2 new dental assistant trainees through tough questions and daily tasks
- Received an award for excellent customer service and communication skills

3M Dental

January 2019

Dental Assistant Externship • Houston, Texas

- Prepared and sterilized equipment for use in x-ray room
- Handled x-ray film processing
- Prepared wax, polish and bleach
- Maintained laboratory record
- Used multiple dental equipment, including a scaling and polishing machine, a dental drill, a dental drill and an ultrasonic scaler and a dental handpiece
- Prepared and sterilized instruments for use in dental surgery
- Maintained laboratory record
- Used multiple dentist instruments, including a dental drill, a dental drill and an ultrasonic scaler, a dental handpiece, a dental handpiece, and a dental handpiece
- Maintained patient records
- Trained 4 new employees
- Proactively reviewed an average of 15 patient records per day to ensure accuracy and completeness
- Trained 4 new employees
- Performed a detailed review of 8,000 patient records, identifying, by name, 4,000 previously missed patients

Quality Dental

January 2017

Dental Assistant • Houston, Texas

- Compiled procedures and patient records, which resulted in an average of 10% increase in visit completion rate
- Maintained thorough knowledge of company products and services, increasing sales by \$10,000 through upsells and answering customer questions
- Trained new employees in customer service script recitation, conflict resolution and data entry practices

- Able to set up laptop, headphones, microphones, Skype or any other chat client service to converse with customers