

Iris Guillermo

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Professional Summary

Experienced Dental Administrator and Assistant with over 6 years of hands-on experience supporting busy dental practices in both administrative and clinical roles. Skilled in-patient care, insurance coordination, appointment scheduling, and maintaining sterile environments. Currently pursuing a diploma in Software Engineering Technology, combining technical aptitude with strong interpersonal and organizational skills.

Education

Centennial College

Diploma in Software Engineering
Technology

Toronto, ON

September 2021 – Present

George Brown College

Certificate in Dental Assisting

Toronto, ON

September 2014 – June 2015

Skills

Dental & Administrative:

- Chairside Assisting (Level 1)
- Sterilization & Infection Control
- Digital Radiographs
- Patient Scheduling & Records Management
- Insurance Claim Processing
- Front Desk & Billing Operations

Technical & Software:

- Microsoft Office Suite (Word, Excel, Outlook)
- Google Workspace
- **Programming:** HTML, CSS, JavaScript

Professional Experience

Dr. Cox Dental Office | Dental Administrator/Assistant

March 2021 – August 2022

- Coordinated daily schedules, optimized patient flow, and maintained up-to-date records

- Assisted in front-desk operations and resolved billing or insurance issues
- Introduced workflow improvements that reduced patient wait times by 20%
- Supported clinical procedures and sterilization of operatories, maintaining 100% compliance with infection control standards

Artin Dental | Dental Receptionist

August 2018 – March 2021

- Handled front-desk operations for an average of 20 patients visits daily
- Ensured accurate insurance billing and payment processing
- Improved appointment accuracy and reduced no-shows by 90% through confirmation protocols
- Acted as a liaison between patients and the dental team, ensuring clear communication

LG Dental Centre Dental | Assistant Level 1/Administrator

August 2017 – June 2018

- Provided chairside assistance for 5 procedures weekly, ensuring compliance with infection prevention protocols
- Managed patient charts, insurance claims, and daily financial reconciliation
- Contributed to a 15% increase in patient retention through excellent service

Chiu Muen Tam Dentistry | Dental Assistant Level 1

August 2015 – August 2017

- Assisted in over 5 dental procedures, maintaining sterile and organized operatories
- Complied with health and safety standards to ensure a safe clinical environment
- Built rapport with patients, assisting in easing anxiety during procedures