

Sharise Cartman Dental Practice Manager

07704516705

Sharise1985@gmail.com

A dedicated professional, who can lead or be part of a team as well as work efficiently on my own. I feel my strengths are communication, timekeeping and memory. I pride myself on attention to detail whether it be communicating with others or work place standard, rules or policies. I have over 15 years of customer service and management experience.

#### Qualification

- NVQ Level 3 Management
- Basic Life support 2023
- Designated Safeguarding Lead 2022
- Preston College, BTEC ND Sports Development and Fitness, MMD, 2004
- Fulwood High School, 10 GCSE's Grade A-D (Maths B, English Language A Literature B, Science Double award CC)
- Full UK driving license and use of my own vehicle Skills • Excellent written and verbal communication skills. • Attention to detail • Team player • Able to retain important information i.e. safety critical information • Able to work efficiently under pressure • Ability to multi task • Extremely organised • Able to prioritise work load efficiently

#### Experience

##### Oaklands Dental Surgery- 2021-Present

Currently a practice manager of a 6 surgery practice with mixed NHS and Private Patients. With a UDA target of 26000 PA. Responsible for keeping business operations efficient, productive, and profitable with continuity and growth. Other duties include compliance, payroll and HR aspects.

Lane ends surgery, Preston 2021-2021 Reception and Training Manager.

- Responsible for the smooth running of the front of house, managing patients appointments, complaints and expectations • Responsible for organising training courses, inductions and HR processes for the trainee doctors. • Overseeing Administrative team including secretary, medication co-ordinators and operational manager. Making sure urgent referrals are completed in the correct timeframe, rotas and documents are processed to a high standard. • Updating policies, following Guidance and communicating with all staff. • HR processes including job advertising, interviewing, inductions, training, return to work interviews, wellbeing checks, appraisals.

##### First Trust Hospital, Preston 2018-2021, Registered Hospital Manager

- Registered Manager and responsible person for the Hospital. • Managing a high volume of skilled staff members. Ensuring all staff members follow and are up to date with work place procedures • Critical communication with other hospitals • Author and updater of policies. • Ensuring patient and staff safety.

Transform Clinic, Preston 2015- 2018, Clinic Manager/ Patient Coordinator • Clinic manager for a private hospital, first point of contact for patient • Managing a range of skilled staff, keeping up to date with competencies, policies and Training. • Complaint Handler

North west laser clinic, Preston 2011-2015, Clinic Manager/Laser specialist • Salon Manager for large Clinical salon in Preston

- Organising rotas, inductions and training. • Laser specialist and lead health and safety officer.

Molton Brown, Manchester 2006-2010, Sales adviser/Spa Receptionist • Sales adviser and key holder.

References- Available on request