

ALEXIA GATES

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ObjectiveI would like to become a valuable member of your team utilizing and expanding my work experience and education.

EducationEverest College Chicago, IL 2010

Diploma, Dental Assisting

Clinical Skills/Administrative Skills

Coronal polish

Radiographs

Sterilization

Fabrication of temporary crowns

Application and removal of dental dams

Impressions: Alginate, elastomeric

Amalgam and composite restorations

Placement and removal of matrix bands

Assisting RCT

Assisting basic oral surgery

Vital signs

Dental Terminology

Dental charting

Bookkeeping and Basic accounting

Appointment setting

Dentrix Computer program

Employment History

Dr. Raymond Pierce DDS Chicago, IL 2010-2013

- Sterilization of instruments
- Pulled models and created trays
- Took X-Rays and impressions
- Greeted and seated patients
- Telephone reception
- Room set up and patient charting

Hopson Law Group Chicago, IL 2008-2012

- Telephone reception
- Maintained client scheduling
- Organized case files
- Typed memorandum
- Filed documents in court

Americall TelemarketingHobart, IN 2009-2010

- Conduct outbound calls to potential customers
- Describe and sell identity theft protection insurance
- Conduct follow-up calls to confirm purchases

CertificationsCPR CertificationAmerican Heart Association2010

HIPAA TrainingEverest College2010

OSHA TrainingEverest College2010

Activities and Honors

Honor Roll Everest College2010

ALEXIA GATES

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DENTAL ASSISTANT

Thoroughly trained Dental Assistant of 3+ years and kind greeter answers phones clearly, courteously, and cordially. Proven interpersonal, communications, and multi-tasking skills. Adaptable team player exercises high integrity using discretion in dealing with extremely sensitive and confidential patient information. Strong decision-making and problem solving capabilities with the ability to develop and implement effective action plans seeks a Dental Assistant opportunity.

QUALIFICATIONS SUMMARY

DENTAL ASSISTANT PROFICIENCIES

- Coronal Polish
- Radiographs
- Dental Charting
- Vital Signs
- Bookkeeping/Basic Accounting
- Assisting RCT
- Matrix Bands (placement and removal)
- Dental Dams
- Dental Terminology
- Amalgam and composite restoration
- Impressions: alginate; elastomeric
- Sterilization

ADMINISTRATIVE PROFICIENCIES

- Strategically format documents including letters, patient charts, memorandums, calendars, and phone directory.
- Interface, negotiate, and secure cooperation with all levels in the organization, including the administrators.
- Review and screen incoming memos, submissions, and reports determining significance before forwarding.
- Professionally greet visitors, directing clients in appropriate direction offering information when possible.
- Answer telephones, handle daily incoming/outgoing mail, type all correspondence (letters and presentations).

RELEVANT EXPERIENCE

DENTAL ASSISTANT, Dr. Raymond Pierce DDS, Chicago, IL 2010 – 2013

- Prepared room and patient charting consistently sterilizing instruments, pulling models, and creating trays.
- Orchestrate X-rays and impressions following proper protocol ensuring safety and constant compliance.
- Screen telephone calls, address visitors, and willingly answer questions demonstrating excellent communication.
- Paid close attention to detail, encouraging clients to review hairstyles in its entirety confirming accuracy.
- Assist dentist and office staff with inventory, effective training, business operations, and administrative support.
- Managed facility environment, successfully maintaining budget and offered innovative cost-saving methods.

RECEPTIONIST, Hopson Law Group, Chicago, IL 2008 – 2012

- Create *Excel* spreadsheets formulating easy-to-follow databases for easy retrieval of co-workers and managers.
- Scheduled appointments, sending follow up emails, making certain no overlaps occur during tight schedules.
- Organized case files, typed memorandum free of errors, and accurately filed documents for court purposes.
- Politely and kindly answered phones using a multi-line switch board transferring calls to specified individuals.

CUSTOMER SERVICE REPRESENTATIVE, Americall Telemarketing, Hobart, IN 2009 – 2010

- Uncovered financial needs of new and existing customers commendably profiling to recommend suitable options.
- Engaged customers in conversation to accurately identify needs and objectives, exceeding expected sales goals.
- Consistently troubleshoot and resolved communication problems in accordance with company expectations.
- Properly verified confidential information before proceeding with conversation, following sensitivity regulations.
- Daily conducted outbound calls kindly informing clients of potential services delivering 100% satisfaction.

EDUCATION

Dental Assisting Certificate/HIPAA and OSHA Training, 2010

Award: Honor Roll
Everest College, Chicago, IL

CPR Certification, 2010
American Heart Association