

Self-disciplined professional with 15+ years of experience in managing administrative functions, to include team supervision, conflict resolution, and process improvement. Analytical specialist skilled in resolving administrative problems, managing operations, and maintaining office equipment. Collaborative communicator continually focused on building relationships with employees and customers. Highly-adaptable to ever changing circumstances within a demanding environment. Efficient in maintaining supplies inventory, analyzing data, and preparing reports. **Core competencies include:**

- Organizational Leadership
- Customer Service
- Office Equipment Maintenance
- Process Improvement
- Records Management
- Inventory Control
- MS Office Suite
- Team Training and Supervision
- Interpersonal Skills
- Critical Thinking
- Conflict Resolution
- Decision Making

Professional Experience

Vest Limited, Pasadena, CA

Assistant Manager, 4/2016 to 3/2018

- Assisted in managing bank deposits and maintaining documentation.
- Opened and closed the store; coordinated and supervised in-store activities in the absence of the manager.
- Handled customer complaints; resolve administrative and client issues.
- Trained store associates on proper inventory control and company regulations.
- Assisted in administering schedule changes and employee call-ins; resolved disputed between employees.
- Oversaw various areas of the store, ensuring proper inventory control and timely administrative support.

Medical Group Center, Pasadena, CA

Registered Dental Assistant, 9/2008 to 2/2011

- Assisted with surgical procedures (nitrous oxide anesthesia, IV sedation monitoring, and sterilization)
- Set up examination rooms and prepared details trays; maintained proper infection control.
- Assisted with patient care and treatment plans' implementation; complied with OSHA regulations.
- Resolved administrative problems, maintained records, and prepared reports.

Rise and Shine Dental Practice, Pasadena, CA

Registered Dental Assistant, 9/1995 to 6/2005

- Provided high-level administrative support by preparing reports and performing clerical functions.
- Ensured excellent customer service and managed customer records.
- Cleaned instruments and working areas in accordance with sterilization disinfectant protocol.
- Assisted with four-handed dentistry and other chair-side duties.

Education and Training

Bachelor of Science in Nursing

NEW YORK UNIVERSITY | New York City, NY | Expected Graduation - 2021

Certified Nursing Assistant

PRO MEDICAL CENTER | Pasadena, CA | 2019

CPR/BLS/AED Certificates