

# Emily Herrera

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## Professional Summary

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Bilingual with excellent communication and seeks a challenging opportunity to contribute to the success of your team, and continue to grow professionally and personally.

## Work Experience

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### **Registered Dental Assistant**

Medico M.D-San Antonio, TX  
September 2023 to Present

- Ensure that patients are comfortable in the dental chair
- Prepare patients and the work area for treatments and procedures
- Sterilize dental instruments
- Hand instruments to dentists during procedures
- Dry patients' mouths using suction hoses and other equipment
- Instruct patients in proper oral hygiene
- Process x rays and complete lab tasks, under the direction of a dentist
- Keep records of dental treatments
- Schedule patient appointments

### **Dental Assistant Extern (180-hour Externship)**

Hernandez Dental Center  
April 2023 to May 2023

Duties included: digital radiology, sterilized instruments, tray set-up, charting, prepared and completed impressions, trimmed models, chair-side assistance with extractions and crowns, filed, faxed, demonstrated telephone etiquette.

### **Customer Service Representative**

Conduent-San Antonio, Tx  
June 2021 to March 2022

- Handle incoming calls or inquiries for clients
  - Assists customers effectively by solving customer disputes
  - Provides customer additional information or explain services
- Discusses products offered and ensures customer satisfaction

### **Sales Representative**

Metro by T-Mobile-San Antonio, TX  
August 2019 to June 2021

Present, Promote and sell products/ services using solid arguments to existing and prospective customers.

Establish, Develop and maintain positive business and customer relationships.

Expedite the resolution of customer problems or complaints to maximize satisfaction.

## **Stocker**

AGACI WAREHOUSE-San Antonio, TX

October 2018 to August 2019

- pick online orders
- stock all them items
- ship orders
- package items

## Education

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### **Diploma**

The College of Health Care Professions - San Antonio, TX, US

## Skills

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- Chair-side Assistance
- Microsoft Office, Dentrix
- Digital Radiology
- Bi-lingual English/Spanish
- Four-handed Dentistry
- Office Technology
- Charting
- Tray set-ups
- Instrument Sterilization
- Impressions and Model Trimming
- English
- Communication skills
- Microsoft Excel
- Chairside assisting
- Anatomy knowledge
- Dental assisting
- Dental office experience
- HIPAA
- Medical terminology
- Pediatrics
- Vital signs
- Time management

## Certifications and Licenses

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**BLS Certification**

**X-Ray Certification**

**Registered Dental Assistant**

**Certified Dental Assistant**

**CPR Certification**