

Makayla Ortiz

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OBJECTIVE

Efficient Dental Assistant professional with the training and abilities necessary to support, educate, and motivate patients. Focused on improving dental health with preventive and corrective care. Proficient in updating records, processing images, and preparing laboratory cases.

SKILLS SUMMARY

- Charting; Computer and Paper
- Dental Terminology Knowledge
- Fabricate temporary crowns and bridges
- Front Office Skills and Procedures
- Customer Service
- Room and Instrument Tray Setup
- Operatory Infection Control
- Radiographs
- Seating and Dismissing Pts.
- Sterilization Technique
- Model Pour/Trim
- Treatment Plan Presentation
- Office, Excel, Word, PowerPoint, Dentrax, Dexis

EDUCATION

Concorde Career College, San Antonio, TX 10/2025

Eisenhower High School, San Antonio, TX

HONORS, AWARDS & CERTIFICATIONS

- Presidents' List for Perfect Attendance
- Lamp Lighter Leadership Member
- OSHA, HIPPA & CPR Certifications
- VivaLearning Webinar Certificates

WORK EXPERIENCE

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|---|------------------------------|-----------------|
| South Texas Oral Surgery | <i>Dental Assistant</i> | 08/2025–Current |
| <ul style="list-style-type: none">- Assisted surgeons during surgery procedures, maintaining sterile technique.- Prepared treatment rooms, instruments, and patients for surgical care.- Provided pre- and post-operative instructions and ensured patient comfort. | | |
| Maverick Grill and Saloon | <i>Sever/Bartender</i> | 02/2024–08/2025 |
| <ul style="list-style-type: none">- Provide exceptional customer service, ensuring guest satisfaction.- Collaborate with kitchen staff and other servers to ensure smooth service.- Manage inventory and complete end-of-shift paperwork. | | |
| Unlimited Advertising Group | <i>Brand Ambassador</i> | 10/2023–04/2024 |
| <ul style="list-style-type: none">- Engaged with potential donors and communicated the mission of ChildHelp effectively.- Built and maintained relationships with customers and partners.- Participated in training and development opportunities to enhance sales skills. | | |
| Dogtopia | <i>Operational Manager</i> | 05/2023–10/2023 |
| <ul style="list-style-type: none">- Led, trained, and supervised staff, ensuring proper execution of daily tasks.- Controlled expenses, forecast budgets, ordered supplies, and managed payroll to optimize efficiency.- Managed daily operations, including scheduling, ensuring a clean and safe environment, and handed incidents. | | |
| Lucys Doggy Daycare and Spa | <i>Dog Park Technician</i> | 09/2022–04/2023 |
| <ul style="list-style-type: none">- Provided friendly and informative customer service, interacting with clients and addressing their needs.- Monitored and supervised dog playgroups in the daycare park, ensuring safety and proper socialization.- Provided daily care for boarders and daycare dogs, including feeding, grooming, and exercise. | | |
| Complimentary Dental: Dana Hodge Kin, DDS | <i>Orthodontic Assistant</i> | 09/2022–04/2023 |
| <ul style="list-style-type: none">- Assisted orthodontist during procedures, including bracket placement, appliance adjustments, and impression taking.- Maintained sterile environment by preparing treatment rooms, sterilization, and adhering to OSHA guidelines.- Prepared trays, poured study models, took radiographs, and provided patient support. | | |
| Reeder and Francis Orthodontics | <i>Orthodontic Assistant</i> | 09/2021–09/2022 |
| <ul style="list-style-type: none">- Assisted orthodontist during procedures, including bracket placement, appliance adjustments, and impression taking. | | |

- Educated patients on oral hygiene, care of orthodontic appliances, and post-treatment instructions.
- Maintained accurate patient records, scheduled appointments, and ensured efficient clinic operations.