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Universal City, TX 78148

MELISSA CHAVEZ

Dental Assistant (RDA)

EXPERIENCE

Dental Assistant

Windcrest Pediatric Dentistry

Oct 2022 – Present

San Antonio, TX

- Assisted dentists in providing quality dental care to pediatric patients, including taking and developing x-rays, charting, preparing materials, and cleaning instruments.
- Demonstrated excellent customer service skills by greeting patients warmly and responding quickly to their needs.
- Scheduled appointments for patients using the office management system software.
- Charted patient data and treatment in electronic health records system.
- Answered phone calls promptly and responded to inquiries regarding appointment scheduling or billing issues with accuracy.
- Ensured that all medical records were kept up-to-date and accurate.
- Recorded accurate, thorough treatment information in patient records.

Bilingual Spa Receptionist

Woodhouse Day Spa

Jan 2016 – Present

San Antonio, Texas

- Warmly greeted clients; conversational; responsible for maintaining appointment calendar
- Provided flexible accommodations for loyal patrons; pursued excellent customer service
- Handled all payments received; created pricing plans; ensured business supplies were stocked
- Organized reception desk area to highlight spa promotions; responsible for outgoing mail

Bilingual Lead Lifeguard

Six Flags Fiesta Texas

Dec 2015 – Present

San Antonio, Texas

- Maintained clean environment in and around the pool
- Opened the pool each day and closed it down each evening, depending on schedule and hours
- Provided life-saving support to swimmers in distress or emergency situations.
- Trained new lifeguards on proper protocol and emergency response techniques.
- Demonstrated strong leadership skills while managing a diverse team of individuals.
- Communicated effectively with customers regarding facility rules, regulations and usage guidelines.

EDUCATION

CERTIFIED REGISTERED DENTAL ASSISTANT

University of the Incarnate Word

Jan 2019

PROFESSIONAL SUMMARY

Skilled in dental assisting and patient care with a strong background in customer service and office administration. Adept at appointment scheduling and patient care coordination, ensuring accurate and thorough patient records. Proficient in using Open Dental software and maintaining a streamlined and organized work environment.

SKILLS

Dental Assisting

Patient care

Customer Service

Appointment scheduling

Patient care coordination

Patient education

Office administration duties

Attention to detail

Time management

Open Dental

Prophy

CERTIFICATIONS

- Registered Dental Assistant, Texas State Board of Dental Examiners
- CPR Certified
- Dental Coronal Polishing
- Pit and Fissure Sealants

REFERENCES

References available upon request

LANGUAGES

Spanish | Fluent