

# Natalie Agudelo

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## Objective

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To join a professional dental office as a positive, motivated, and ambitious team player who will provide a high standard of care to all patients.

## Experience

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### Flushing Hospital Medical Center- Dental Hygiene Intern

02/2015-Present

Provided comprehensive dental hygiene care to pediatric, adolescent, geriatric and periodontal involved patients.

### Kohl's Department Store- Point of Sales Supervisor

06/2009-12/2014

Managed staff; cashiers and employees working on the floor, formulated pricing policies, monitored inventory levels, organized and distributed staff schedules, processed cash/credit/check deposit transactions, maintained merchandising standards for register end caps and inboards, monitored the achievement of sales objectives by the sales team, helped conduct market research and competitor and customer analysis, generated timely sales reports.

### LaGuardia Community College Modern Languages Dept- Office Assistant Intern 2008-2010

Processed incoming and outgoing correspondence, answered calls and directed inquiries to appropriate staff members, made copies and collated documents, faxed, filed documents, worked on special projects as assigned, created and edited agendas and event invitations, created and maintained databases of registrations for events/groups.

### Reflections Outpatient Clinic at Flushing Hospital- Office Assistant Volunteer

2007-2009

Various administrative duties including mailings, emails, filing and storing patient information.

## Education

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### New York City College of Technology

2010-2015

AAS Dental Hygiene

### Bayside High School

2010

High School Diploma

## Skills

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- Application of comprehensive assessment tools including: reviewing medical histories, vital signs, oral cancer screenings, periodontal assessments, digital and traditional radiographs, intraoral photography, caries management (CAMBRA), nutritional analysis
- Management of all types of patients with varying needs: pediatric, adolescent, geriatric, periodontally involved and medically complex



- Providing evidence-based care including: scaling and root planning, ultrasonic scaling, local anesthesia, nitrous oxide/oxygen sedation, placement of locally delivered antibiotics, fluoride therapy, pit and fissure sealants, alginate impressions, study models, fabrication of whitening trays and night guards
- Effective communication skills with personalized patient education; emphasizing the oral-systemic link
- Telephone management, appointment scheduling, records management, paperless charting (Dentimax Software), mastery of Microsoft Office programs (Word, Excel, Power Point, Publisher)
- Instrument processing and sterilization
- Fluent in English and Spanish

## **Certifications**

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Basic Life Support for Healthcare Providers Certificate, American Heart Association

IRB – RCR/HSR – Collaborative Institutional Training Initiative (CITI)

Certification in Identifying and Reporting Child Abuse and Maltreatment, New York State Office of Children & Family Services

Certificate in Local Infiltration Anesthesia/Nitrous Oxide Analgesia

## **Accomplishments**

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2015- Professional Excellence in Dental Hygiene Award- In recognition of outstanding clinical expertise, education in health promotion/ disease prevention and recommendations of clinically researched oral hygiene care products- Sponsored by Johnson & Johnson Healthcare Products Division of McNEIL-PPC Inc.

2015- The Hortense Jaffe Pharmacology Award – Certifies the achievement of the highest average in Pharmacology and has clearly demonstrated the ability to integrate pharmacologic applications in patient care.

**Please view my online portfolio at:** <https://openlab.citytech.cuny.edu/agudelo-eportfolio/>

## **References**

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Available upon request