**HEATHER M. KILLIAN**

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ePortfolio: <https://openlab.citytech.cuny.edu/hkillian-eportfolio/>

**OBJECTIVE**

Actively seeking a position as a dental hygienist at a professional office where I can be an effective and contributing member of a team to achieve office production goals while ensuring the utmost in patient satisfaction standards.

**WORK EXPERIENCE**

**Cosmetic Dentistry of New York New York, NY**

**Dental Assistant Oct 2014 – Mar 2015**

* Temporarily assisted in a busy New York City dental office
* Prepared treatment rooms, tray setups for dental procedures; ordered, accepted and organized supplies
* Handled the sterilization and preparation of instruments and took impressions of teeth for study models
* Assisted with implementation and documentation of current infection control standards
* Presented and explained treatment plans and post-operative instructions to patients
* Made patients comfortable while recording and reviewing dental history data to prepare them for treatment
* Assisted the dentist during examinations and treatment procedures
* Exposed radiographs, and processed dental x-ray film as directed by the dentist

**Rouge Tomate Restaurant New York, NY**

**Shift Supervisor Oct 2011 – Aug 2014**

* SPE certified, modern American dining with high-volume service
* Consistently monitored, coached, and encouraged restaurant employees to meet service standards
* Trained new restaurant employees on POS and service techniques
* Established effective and positive communication amongst all team members

**Dewey & LeBeouf LLP New York, NY**

**Human Resources Assistant June 2007 - May 2008**

* Recruited applicants for HR and IT positions
* Conducted new-hire orientation, running background and reference checks on new employees
* Created and organized health care seminars, Appreciation Days, Retirement Parties and other HR-related events

**EDUCATION**

 **New York City College of Technology** Brooklyn, NY

 *AAS in Dental Hygiene* Graduation date: June 2015

 **St. John’s University** Jamaica, NY

 *Bachelor’s in Business Administration* Graduation date: May 2007

**SUMMARY OF QUALIFICATIONS**

* Completed dental hygiene treatment on over 40 patients and documented cases on my eportfolio
* Strong written, oral, comprehension and organizational skills; able to handle high-stress work environment
* Excellent time-management skills; well-versed in all Microsoft Office programs and their business applications
* Easily mastered four POS applications during my tenure in the restaurant industry; always eager to learn more

\*REFERENCES FURNISHED UPON REQUEST