
MICHELLE FERNANDEZ

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Professional Summary

A self-starter and quick learner versatile skill set with experience in customer service, sales, and written and oral communication. Hardworking and reliable focused on going above and beyond to support team and serve customers. Offering top-notch customer service abilities. Motivated to continue to learn and grow as a professional.

Skills

- Customer Service
- Teamwork
- Verbal communication
- Problem-solving
- Update records
- Planning
- Inventory monitoring
- Organization
- Apply sealants
- X-ray patients
- Examine gums
- Research

Experience

Student Dental Hygienist, 09/2019 to Current

New York City College Of Technology – Brooklyn, NY

- Individualize treatment plans to address patient's needs.
- Focused on optimal treatments while attending to patient concerns and promoting quality.
- Charted conditions of dental decay and disease for diagnosis and treatment by dentist.
- Performed scaling and root planning techniques to remove deposits and stains from teeth.
- Instructed and demonstrated oral hygiene methods to educate patients about importance of oral hygiene.
- Obtained and reviewed dental history or records from patient to maintain up-to-date health history.
- Leveraged dental instruments to clean calcareous deposits, accretions, and stains from teeth and beneath gum margins.
- Selected and used fluoride treatments and polished tooth restorations to promote healthy teeth and gums.
- Applied fluorides and other cavity preventing agents to prevent dental decay.
- Educated patients on how to properly care for their teeth and gums.
- Administered local anesthetic agents.
- Completed safe x-ray procedures to help the dentist see the pattern and underlying structure of each patient's mouth.
- Kept equipment sharp, organized and sterilized for the next patient.
- Helped patients feel comfortable and secure during routine examinations and special procedures.

Front Counter Crew Member, 05/2020 to 04/2021

Sant Ambroeus – Southampton, NY

- Managed delivery of quality customer service, enabling staff to expeditiously service customers and provide good shopping experience.
- Helped resolve checkout problems and delays, including checking prices and issuing rain checks for out-of-stock sale items.
- Managed store independently in absence of store manager or assistant manager.
- Worked with cashiers to resolve money issues such as shortages, overages, and counterfeit bills.
- Increased sales of target items by employing excellent upselling and communication skills.
- Worked safely and quickly to help customers move heavy purchases, consistently exceeding expectations.

English/Math Tutor, 01/2018 to 03/2020

PS89Q – Elmhurst, New York

- Encouraged students to develop systematic approach to studying mathematics and prepare for ever-increasing challenges in curriculum topics.
- Reviewed lessons and textbooks to plan course-specific tutoring strategies.
- Boosted students' self-confidence in approaching mathematics problems by uncovering and addressing root cause issues.
- Used positive reinforcement techniques to encourage and motivate students.

Receptionist, 03/2015 to 01/2016

New York Hospital of Queens – Flushing , NY

- Greeted guests promptly and consistently set professional tone with friendly assistance.
- Answered incoming office calls over multi-line system and answered questions, took messages, or transferred to desired extensions.
- Picked up, organized, and wiped down reception regularly to keep area professional and clean.
- Accepted incoming mail and packages and routed to appropriate staff.
- Helped gather supplies and set up spaces to coordinate meetings and office events.
- Supported the work of office staff by providing skilled clerical assistance.

..... **Education**

Associate of Applied Science: Dental hygiene , May 2021

New York City College of Technology, CUNY - Brooklyn, NY

High School Diploma: STEM Program , Jun 2016

John Bowne High School - Flushing , NY

- Graduated with distinction.

..... **Language**

Bilingual (Spanish and English)

..... **Certifications**

local anesthesia/nitrous certified

CITI Program: CITI Collaborative Institutional Training Initiative (Online course 09/2020)

