

# MICHELLE RAMIREZ

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*Highly skilled Registered Dental Hygienist committed to providing exceptional patient care and high-caliber patient counseling. Dedicated to providing optimal oral hygiene treatment and care as well as preventative management.*

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## EDUCATION

### **NEW YORK CITY COLLEGE OF TECHNOLOGY, Brooklyn, NY**

Associate in Applied Science, June 2020

*Pre - Clinical Requisite Coursework, August 2016 – May 2018*

- English Composition I
- Human Anatomy & Physiology II
- Elements of Sociology
- Public Speaking
- Principles of Chemistry
- Mathematical & Quantitative Reasoning
- Human Anatomy & Physiology I
- Introduction to Psychology

*Dental Hygiene Program - Specific Coursework, August 2018 – May 2020*

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## PROFESSIONAL SKILLS

- Patient Relations & Education
  - Cavitron Ultrasonic Scaler
  - Digital X-rays
  - Dental Charting/Recordkeeping
  - DentiMax
  - Staff Training & Support
  - Excellent verbal and written communication skills
  - Microsoft Office Product Suite (including Windows, Excel, and Outlook)
  - Periodontal Therapy
  - Scaling & Root Planing
  - Nutritional Counseling
  - Community Outreach
  - Spanish (fluent)
  - Payroll processing
  - Oral Anesthesia Administration
  - Protective Sealants
  - Preventative Care
  - HIPPA & OSHA Training
  - Pain Control/Anxiety Management
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## PROFESSIONAL EXPERIENCE

### **EMPIRE STATE MANAGEMENT, New York, NY**

Executive Assistant, March 2014 – January 2017

- Responsible for providing all administrative support to 20 executives.
- Expediently resolved various complaints and inquiries from the Board, residents, staff, and vendors.
- Interfaced with internal departments such as financial management, client payroll, compliance, residential applications and closings, insurance, leasing, energy, and project management.
- Maintained confidential files including rent contracts to ensure accurate recordkeeping.
- Assisted with the contractor and vendor selection for all capital improvement projects and assignments.

### **DMV SERVICE CENTERS, Brooklyn, NY**

Administrative Assistant, September 2010 – December 2013

- Responsible for coordinating all travel for 10 staff members; including airfare, hotel, and transportation.
- Supported entire department with all administrative tasks in a courteous, professional manner.
- Maintained and managed team drives, calendars, contacts, listings, social network, and website.
- Provided customers with exceptional service; ascertained wants and needs.
- Assisted with the hiring process, screened resumes, and scheduled interviews.

**MCCAIN FOODS USA, Lodi, NJ**

Human Resources Administrator, May 2008 – June 2010

- Processed payroll and performed payroll/benefit reconciliations to general ledger for 200 employees.
  - Implemented HR policies, practices and procedures for managers, teams, and individual employees.
  - Resolved employee and organizational issues in a proactive and positive manner.
  - Managed all aspects of employee benefits enrollment for all new employees.
  - Responsible for all change requests and administrative processing for 200 employees.
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**LICENSING & CERTIFICATIONS**

- CPR/AED certified
  - Child Abuse & Maltreatment Mandated Reporter Training Certification
  - City University of NY: HSR for Undergraduate Students Certification
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**PROFESSIONAL ORGANIZATIONS**

- American Dental Hygienists' Association Member
- New York Dental Hygienists' Association Member