

NARAYANI DHANRAJ

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PROFESSIONAL SUMMARY

To secure a long-term role as a registered dental hygienist that will allow me to build upon my two years of clinical experience, and apply my knowledge and passion for providing care to individuals of all cases.

CORE COMPETENCIES & SKILLS

- Excellent oral communication
- Patient scheduling and appointment management
- Extraoral and intraoral examination
- Dental and periodontal charting
- Treatment planning
- Nutrition counseling
- Local anesthesia (infiltration)
- Topical agents and oraqix anesthetics
- Nitrous oxide sedation
- Digital and film radiographs: bitewings, periapical and panoramic
- Alginate impressions
- Oral prophylaxis
- Scaling and root planning
- Placing and removing periodontal dressings
- Engine and air polishing
- Arestin placement
- Pits and fissured sealants with rubber dam placement and cotton roll isolation (adults and children)
- Fluoride application
- Software: DentiMax, GlaceEMR, Phreesia, Microsoft Office (Word, PowerPoint, Excel and Access)
- Patient relationship and incident management

WORK HISTORY

Medical Office Receptionist

2014 to 2015

Essex Medical Center, Dr. V. Maddali

Livingston, NJ

- Welcomed and greeted all patients and visitors, in person or over the phones
- Verified and updated all patients insurance, collected co-payments and issued receipts
- Managed new and follow-up appointments in GlaceEMR
- Utilized Phreesia for registering new patients and updated existing patients' personal information
- Responsible for keeping the flow of patients moving smoothly
- Protected patient confidentiality by ensuring health information and financial data were handled securely
- Maintained a clean and organized environment

Senior Group Creditor Administrator

2012 to 2013

Hand-In-Hand Mutual Fire & Life Assurance

Georgetown, Guyana

Customer Support

- Interviewed applicants to determine eligibility for life insurance
- Provided referrals to applicants for medical examination
- Analyzed and reviewed applicant's questionnaire, medical examination results and loan slip from bank
- Collaborated with internal departments regarding applicant's background history
- Assembled applicant's file and determined the appropriate level of underwriter's approval required
- Accountable for incident management and resolution regarding changes to customer's premium, coverage denials and policy changes

Billing

- Quoted rates, calculated and determined customer premium
- Collaborated with banks to ensure funds disbursements to customer
- Collected payments and issued receipts to customer

- Worked with accounts payable to ensure doctors and customers are reimbursed accordingly
- Maintained and updated system database and manual logs with customer's invoice
- Created monthly and yearly customers billing report
- Trained and supervised three employees.

Group Creditor Receptionist

2011 to 2012

Hand-In-Hand Mutual Fire & Life Assurance

Georgetown, Guyana

- Conducted research to resolve discrepancies to customer's satisfaction
- Answered telephone and transferred calls to appropriate staff member
- Coordinated daily activities of Credit Clerk team and follow up on all branch communications
- Prepared receipts, vouchers and memo for payments
- Recorded and reconciled creditor statements
- Maintained and updated customer files and records in system database
- Typed minutes and composed various forms for human resources, accounts payable, hospitals and banks
- Sorted and distributed incoming correspondences, bookkeeping, copying, faxing, mailing and filing
- Maintained confidentiality in facet of clients, staff and agency information.

EDUCATION

Associate in Applied Science: Dental Hygiene

2017 to Present

New York City College of Technology

Brooklyn, NY

- Anticipated Graduation: May 2019

General Education: Dental Hygiene Prerequisites

2015 to 2016

Essex Country College

Newark, NJ

- Transferred to New York City College of Technology
- GPA: 3.90

LICENSING & CERTIFICATIONS

- Certificate of Local Anesthesia 2019
- Child Abuse Prevention and Treatment Act 2019
- Human Subject Research Compliance Certificate at CITI Program 2018 to 2021
- CPR and AED Basic Life Support Certified 2017 to 2019

VOLUNTEER WORK

- Community Service: Fluoride Varnish Program 2019
- Head Start Outreach Activity 2019
- Smile Colgate Volunteering Program at GNYDM 2018

PROFESSIONAL ORGANIZATIONS / ASSOCIATIONS

- American Dental Hygienists Association (ADHA) - Student Membership 2019