

SAJMA FERATOVIC

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



ABOUT ME

A friendly, energized and motivated new Dental Hygienist, with a unique ability to build great relationships of trust with patients and coworkers alike. I am confident in my efforts to leave each patient with an incredible smile and memorable visit! I value and hope to be part of a work environment where I am surrounded by an inspiring team of fun and hard-working dental professionals, who seek to provide the best possible oral health care to all patients equally.



EDUCATION

- Dental Hygiene, A.A.S. | NY City College of Technology *2016 – 2018*
- Jewish Foundation for Education of Women Scholarship Award *2016 – 2018*
- Honor Society Student *2016 – 2018*
- Psychology, B.S. | Brooklyn College *2010 – 2011*
- Biology, B.S. | Brooklyn College *2005 – 2009*
- Dean's List Award | Brooklyn College *2009*



EXPERIENCE

Patient Care Coordinator | Dental Serenity of Manhattan, NYC *2014 – 2015*

- Lead office receptionist and patient care coordinator that was responsible for developing treatment plan appointments, fees, insurance billing, employee schedules, interviewing potential employees and collecting payments.
- All patient communication was done with me prior to their appointments and after their appointments.
- Registered the practice as a participating doctor with multiple insurance carriers, appealed claims, updated licenses, developed a recall system and collection policy.
- Updated and responded to all patient reviews and search engines pertaining to the practice, including social media.
- Networked with other specialists in the NYC area and developed outstanding relationships which in return developed into a high patient base referral system.
- Managed all outgoing laboratory cases and Invisalign inventory.

Dental Assistant & Receptionist | David Momtaheni, DMD, NYC *2013 – 2014*

- Trained on the job in taking panoramic radiographs, CT and Cephalometric scans, making study casts/models and preparing oral pathology diagnosis reports.
- Receptionist and insurance biller, communicated and set up surgical testing and orthognathic surgeries with Columbia Medical Center for patients undergoing surgery.

- Assisted in various types of extractions, implant placements, excisions of benign and malignant oral tumors and post op surgical treatment.
- Sterilized instruments, disinfected operatory, changed solutions for manual radiograph developing and calibrated CT scan unit.



SKILLS

- Pain management (Infiltration anesthesia & Nitrous Oxide)
- Arestin and periodontal dressing placement
- Air polishing and Impressions
- Oral debridement through scaling and root planning, intraoral and extra-oral cancer screening
- Easy Dental and Open Dental software
- Microsoft Word, PowerPoint, Excel
- Proficient in English, Bosnian, Serbo-Croatian



ACTIVITIES

- **Give Kids a Smile, Ronald Edmunds Learning Center** **February 2018**

Provided oral health screenings to children with special needs, documented need for care and provided oral hygiene education.

- **Dental Health Outreach Activity Head Start Center** **March 2018**

Provided oral health education and oral hygiene instructions to 4-5-year-old children. Introduced them to typical dental attire such as gloves and face masks.

- **Greater New York Dental Meeting** **November 2017**

Worked on the Colgate van which is equipped to screen children for common oral health conditions. These dental vans are usually based in hub-cities and travel to under-served rural and urban communities in the United States to help raise awareness about the importance of children's dental health. On the van, I recorded the recommended type of treatment the child needed, such as Orthodontic, preventative or restorative. We provided oral hygiene education and oral health promotion and instructions to the many students who visited.



CERTIFICATIONS

- State of New York Dental Hygiene License
- Nitrous Oxide and Infiltration Anesthesia Certification
- Registered member of the International Review Board for Human Services Research
- Mandated Reporter Certified: Identifying & Reporting Child Abuse and Maltreatment
- American Heart Association: Basic Life Support for Healthcare Providers (CPR/AED)