**Saudia majeed**

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|  | **954-856-4124 | saudiamajeed@hotmail.com** |

Objective:

Registered Dental Hygienist seeking to be an integral asset to a growing dental practice and eager to advocate for oral health promotion, care and maintenance. Working beyond patients’ oral needs to establish significant interpersonal relationships.

Education:

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| August 2018 to June 2020  September 2010 to July 2012 | Associates of Applied Science in Dental Hygiene, New York City College of Technology  Associate Degree in Banking and Finance, University *of Guyana* |
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Certification

* Certified Mandated Reporter Training
* Basic Life Support for Healthcare Providers CPR and AED

Skills

* Blood pressure screening
* Head and Neck exam
* Oral cancer Screening
* Digital radiographs including panoramic
* Alginate Impressions
* Periodontal Dressing
* Pit and fissure sealants with/without rubber dam
* Arestin placement
* Air polishing and engine polishing
* Detimax software; Microsoft Office software.

Experience

***Capital One Bank N.A   [April 2014 - Present]***

* Provide exceptional customer service, going above and beyond to build lasting meaningful relationships beyond “product-needs” spectrum, altered to various personality types.
* Part of Leadership Team: actively working on conflict resolutions, training associates on the customer experience, how to problem solve in high pressured situations, and how to utilize the resources available to achieve company's mission.
* Part of a digital experience team, with the mission to simplify the digital transition across all age groups. Assisting individuals in learning new technology and mastering it without difficulty or fear.
* Part of compliance team, regulating, auditing and ensuring compliance of policies and procedures

***Citibank N.A    [May 2014 to January 2015]***

* Built interpersonal relationships with clients, identifying referral opportunities to meet client’s needs.
* Demonstrated excellent Customer Service, achieving a 98.6% customer service rating score year to date.
* Serves as the back-up when Lead Teller is absent, actively executing supervisor duties: supervising the teller line, managing the vault, loading the ATM's, buying and selling cash for the bank.
* Assisted in filing and organizing files and other office duties.

***Personal Tele-Banking Assistant   [October 2012 to January 2014]***

* Advised customers on banking products, addressing and resolving customer issues and complaints.
* Referred unresolved customer queries to designated departments for further investigation.
* Initiated operational improvements to increase overall call center productivity.
* Handled various escalations to resolve fraudulent and suspicious activities.
* Assisted with office duties using the various Microsoft Office applications to create necessary documents for customers and staffs.