

## Noor

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### PROFESSIONAL PROFILE

**Level I Dental Assistant** with combined chairside, front-desk, and operations experience in busy private practices. Skilled in patient communication, treatment explanation, scheduling, and workflow coordination, with strong understanding of clinical procedures and infection control (IPAC certified). HARP certified and experienced supporting both patients and providers throughout the treatment journey. Bilingual English/Punjabi. **Seeking a Dental Assistant, Treatment Coordinator, or Receptionist role in the GTA. Available for full-time, part-time, and on-call shifts including Saturdays.**

### EDUCATION & CERTIFICATIONS

**Bachelor of Dental Surgery (BDS)**, Panjab University, Chandigarh, India, August 2018 – September 2023

**HARP Certification** – Dental Training Canada, Toronto, Ontario – 2026

**IPAC Certification (Dental Clinic)** – Public Health Ontario, Toronto, Ontario – 2026

### SUMMARY OF QUALIFICATION

- Skilled in chairside assistance, treatment explanation, and patient education in private dental clinics
- Experienced in front-desk responsibilities including scheduling, recalls, patient data entry, and billing
- Strong knowledge of sterilization, IPAC protocols, and infection control in dental settings
- Excellent communication, teamwork, and organizational skills; experience guiding and supporting junior staff
- **Computer Skills: Dentrix, MS Office, digital charting and electronic patient records**

### PROFESSIONAL EXPERIENCE

**Associate Dentist** | Amy's Dental Clinic, Punjab, India June 2025 – February 2026

- Led daily clinical operations, coordinating 20 to 25 patients per day with a three-person team across scheduling, chair utilization, and clinical flow.
- Implemented and monitored clinical protocols across more than 100 cases per month, supporting high treatment quality and patient satisfaction.
- Explained treatment plans, procedures, and options in patient-friendly language, reinforcing the importance of recommended care.
- Trained and mentored junior staff on documentation, sterilization, and communication standards to support consistent patient experience.

**Dental Assistant and Receptionist** | Hermes London Dental Clinic, London, UK October 2023 – March 2025

- Served as a key point of contact at reception, greeting patients, managing phones, booking and confirming appointments, and coordinating recalls.
- Collected and updated patient information, ensured accurate charting, and maintained confidentiality in line with clinic policies.
- Assisted in presenting treatment plans and estimates to patients, answering questions and clarifying procedures and next steps.
- Supported billing processes, processed payments, and helped patients understand insurance submissions and coverage estimates where applicable.
- Prepared treatment rooms, organized and sterilized instruments, and provided chairside assistance to maintain efficient patient flow.
- Coordinated follow-up and post-treatment calls to check on patient comfort and encourage completion of recommended care.