



# GLORIA PARATICO

Sault Ste. Marie, On |  [glo.paratico@gmail.com](mailto:glo.paratico@gmail.com) |  (705) 971-7564 |

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## PROFESSIONAL SUMMARY

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Bilingual (English–Italian) professional with over 7 years of experience in clinical and administrative dental settings. Strong background in patient communication, scheduling coordination, and supporting efficient daily practice operations. Working knowledge of Maxident and Dentrix. Highly organized, tech-savvy, and comfortable managing multiple patient inquiries in fast-paced environments.

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## SKILLS AND STRENGTHS

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- Appointment Scheduling & Recall Systems
  - Patient Communication & Customer Service
  - Working knowledge of Maxident and Dentrix
  - Treatment Coordination Support
  - Multitasking & Workflow Efficiency
  - Confidential Records Management
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## EMPLOYMENT HISTORY

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### **Dental Assistant (PT) - Churchill Dental | Sault Ste. Marie, ON | August 2025 – Present**

- Provide chair-side assistance for routine and restorative procedures
- Maintain operatory preparation and sterilization protocols
- Support to reception staff with scheduling and billing

### **Dentist - Maspero-Doneda Dental Clinic | Sarnico, Italy | December 2018 – May 2024**

- Performed daily dental procedures, including extractions, root canal therapy, restorative and pediatric dentistry, oral pathology, and prosthodontics.
- Explained treatment options and financial considerations clearly to patients
- Maintained detailed clinical documentation and ensured regulatory compliance
- Contributed to maintaining organized workflow and efficient appointment management

### **Customer Support Representative – Centax | Bergamo, Italy | September 2016 – December 2018**

- Responded to customer inquiries related to credit cards and digital banking platforms
  - Troubleshoot account access issues and guided customers through online banking features step-by-step
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## EDUCATION

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**ACHIEVEMENTS**

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- **CPR with BLS**
  - **HARP Certification**
  - **Valid G license with own vehicle**
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**LANGUAGES**

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**English:** Native | **Italian:** Native | **French:** Basic | **Cantonese:** Basic