

HERNAN DELGADO RICO

Sault Ste. Marie, ON Phone: +1 (705) 989 2793 realhdr@gmail.com

Highly organized and compassionate healthcare professional with a strong background in patient care coordination and administrative support. Proven expertise in accurately tailoring tasks by optimizing clinic flow, enhance patient experience and operational efficiency. Seeking to apply clinical knowledge and leadership skills as a dedicated Dental Support Worker and HARP Approved Dental Radiographer.

Professional Skills

- BLS CPR and First Aid certification in good standing, valid in Canada.
- Vulnerable Sector Police Check in good standing.
- Medical Terminology & Anatomy credential valid in Canada.
- Gentle Persuasion Approach certification.
- Agile to gain patient's trust.
- Work well under pressure and agile decision-maker.
- Strong ability to identify, analyze, and solve problems.
- Communication skills to listen, understand, and find the best solution.
- Patient Physical Care & Safety knowledgeable.
- Adept at coordinating patient flow and scheduling appointments to optimize clinic operations.

Canadian Work Experience

Metro Inc., Sault Ste. Marie, ON

Aug 2024 – present

Front Desk and Produce Clerk – Line Cook

- Provided high-quality customer service in a fast-paced retail environment, demonstrating strong interpersonal and communication skills essential for patient interaction and achieving over 90% satisfaction rate.
- Managed efficient product preparation, handling, and display, showcasing organizational skills transferable to maintaining clean and prepared examination rooms.

ARCH Hospice

May 2025 – Aug 2025

Healthcare Leadership intern

- Contributed to the improvement of patient care coordination by assisting in the review and revision of 15+ internal policies, ensuring compliance with healthcare regulations.
- Successfully updated all Infection Prevention and Control (IPAC) policies and procedures, integrating current evidence-based guidelines and APA 7 formatting.
- Supported efficient clinic operations by providing clerical assistance to Operations and Clinical Managers, enhancing administrative workflow.
- Project Leader to apply to Ontario Trillium Fund SEED grant 2025, prepared all the research and proposal items (objectives, plan, budget, KPIs).
- Project Leader for developing an AI-propelled chatbot to provide grieving resources direction.

Education

Accelerated Dental Support Worker Pathway

In progress

Dental Training Canada, Ontario

Healthcare Leadership – Canadian Context

Class 2025

Sault College of Applied Arts, Sault Ste. Marie, ON

First Aid / BLS CPR certification

Feb 2024

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Superior EMS

Understanding Medical Terminology, credential

Apr 2024

Sault College of Applied Arts, Sault Ste. Marie, ON

OPSWA International Credential

Apr 2024

Ontario Personal Support Workers Association

Doctor in Medicine (ITP)

Aug 2001

Universidad Industrial de Santander

COMMUNITY INVOLVEMENT • VOLUNTEERING

Northern Ontario Latin-Hispanic Association – NOLHA

Jan 2024 – present

Cultural ambassador volunteer

- Lead Spanish teacher in courses partnered with Sault Ste. Marie Public Library.
- Engagement of interested cultural stakeholders.
- Greeting and presenting the association to stand visitors, inviting them to approach, ask questions and give answers while maintaining cultural competence.
- Capture and edition of videos or photos of cultural events to be presented on NOLHA's social networks.

St. Jerome Parish, Sault Ste. Marie, ON

Mar 2025 – present

Hospitality Coordinator

- Orchestrated weekly hospitality events for an average of 50+ parishioners, effectively managing a team of 16 volunteers and optimizing supply inventory to reduce waste by 15%.
- Gathered donations for this activity, ensuring a well stocked pantry.
- Updated protocols to accomplish safe food handling practices.

REFERENCES

I am glad to provide you with references on a request basis.