

Vinodhini Vivek

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3509, 50 Absolute Avenue, Mississauga, ON.

SUMMARY

Dr. Vinodhini Vivek is a highly skilled healthcare administrator, Dental Hygiene Student with extensive experience in patient care, clinical education. I have the adaptability, problem-solving capabilities, and leadership in enhancing healthcare service standards, combined with dedication to professional development and community service, position myself as a valuable asset to any healthcare institution.

SKILLS

Leadership experience, multitasking, time management.

Microsoft applications (Excel, Word, and Powerpoint).

Fast learner

Multilinguistic - English, French (Beginner), Tamil, Malayalam, Telugu And Hindi

Dentrix software

KEY HIGHLIGHTS

- Demonstrated adaptability and problem-solving during the COVID-19 pandemic by addressing staffing imbalances at the hospital where I was employed. Successfully recruited and managed additional staff members to accommodate increased patient influx and ensured effective duty roster management.
- Spearheaded dental awareness campaigns in nearby schools, effectively educating students on dental health practices.
- Organized general rural camps aimed at emphasizing the importance of dental hygiene within rural communities.

WORK EXPERIENCE

Front Desk Management (Volunteered)

Dental Clinic Mississauga

2024 May – Jun

- Greeted patients warmly and ensured a positive first impression upon arrival.
- Managed appointment bookings, cancellations, and rescheduling using dental office software.
- Answered phone calls and responded to email inquiries in a courteous and professional manner.
- Verified and updated patient records and insurance information with confidentiality.
- Assisted with patient check-in and check-out procedures, including handling payments and issuing receipts.
- Maintained the cleanliness and organization of the reception area.
- Coordinated communication between patients and dental staff to ensure smooth clinic operations.
- Helped prepare and organize patient files for daily schedules and upcoming visits.
- Supported administrative staff with light clerical tasks including scanning, photocopying, and filing.
- Demonstrated excellent time management and multitasking in a fast-paced healthcare environment.

Kapila Medical Centre

2021 - 2023

Health Care Administrator

- Spearheaded collaborative efforts with the hospital director and leading physicians to establish and maintain high-quality health care service standards.
- Conducted administrative tasks related to clinic management, including patient insurance claims & maintaining a register of treatment plan & costs.
- Reception organization addressing patients' calls with utmost professionalism & addressing all their needs with empathy.
- Managed and supervised a diverse team, including hospital and consultant staff, to ensure exceptional patient care and efficient hospital operations.
- Led the recruitment, training, and management of new healthcare staff, enhancing the hospital's capacity for superior patient services.
- Scheduling a proper appointment strategy using softwares enabling both the patient & the consultant to be aware of their next appointment.
- Oversaw all aspects of employee compensation, including the execution of monthly payment

procedures, ensuring timely and accurate payroll processing.

- Collaborated closely with the finance director to monitor monthly revenue streams, contribute to budget planning, and ensure fiscal responsibility across hospital operations.
- Implemented resource management strategies for hospital and laboratory staff to optimize the use of medical supplies and reagents, improving overall efficiency.
- Maintained meticulous records of diagnostic equipment, scheduled maintenance, and reagent inventory, ensuring uninterrupted operational excellence.
- Upheld a patient-centric approach, ensuring the rights and responsibilities of patients were fully supported and respected.
- Establishing efficient means of communication with the patients & efficient in-house organization following a team-based approach for a friendly working atmosphere.

Smilever Dental Centre

2017 - 2020

Dental Surgeon

- Examined patients' oral health, devising tailored treatment plans to address diverse dental needs.
- Performed a wide range of dental procedures, including minor surgeries, dental extractions, and prophylactic care, elevating patient oral health standards.
- Engaged in preventive dentistry through fluoride application and restorative treatments, significantly reducing the incidence of dental diseases.
- Prescribed effective medications for dental pain and infections, enhancing patient comfort and recovery outcomes.
- Skilfully took impressions for dentures and managed the adaptation and cementation of various types of crowns, ensuring personalized patient care.

Adhiparasakthi Dental College & Hospital

2016 - 2017

Lecturer & Clinician

- Expertly diagnosed oral and dental conditions, devising comprehensive treatment plans to address patient needs effectively.
- Provided essential counselling on oral hygiene and dietary modifications, improving patient outcomes and promoting long-term dental health.
- Performed a range of dental procedures, including extractions and surgical interventions, showcasing proficiency in both routine and complex cases.
- Led practical demonstrations for dental students, focusing on extractions, surgical suturing, and suture removal techniques, enhancing their clinical skills.
- Delivered post-operative care instructions and prescribed appropriate antibiotics, ensuring optimal recovery for patients.
- Supervised and mentored clinical and internship students, fostering their development and understanding of oral and maxillofacial surgery.

EDUCATION

2009 - 2014	Bachelor of Dental Surgery (BDS) Vivekanandha Dental College for Women, Tiruchengode, Tamil Nadu, India Dr MGR Medical University
2017 - 2019	Healthcare Administration Dr MGR Medical University
2020 - 2021	French course Alliance Francaise, Chennai, India
2024 - Ongoing	Dental Hygiene Program Oxford College, Mississauga
2025 - Ongoing	HARP DDS Masters

ADDITIONAL INFORMATION

Certifications

☑ Workplace Hazardous Materials Information System (WHMIS) – 2024

☑ Basic First Aid & CPR – 2024

Confidentiality and Privacy course - CDHO

Informed Consent - CDHO

IPAC - Infection control and Processing of instruments

Languages: English & French (B1), Tamil, Telugu, Malayalam, Hindi

Interests: Chess, Music, Networking, & Volunteering

References

Available upon request