

Itti Sharma
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Motivated and detail-oriented healthcare professional with a Bachelor of Dental Surgery and foundational experience in a dental office setting. Seeking to develop practical skills in Canadian dentistry while completing HARP Certification through Dental Training Canada. Strong interest in patient care, administrative support, and learning best practices in Canadian dental standards.

Qualifications

- Completed IPAC training courses with knowledge of sterilization procedures and infection control protocols.
- 4 months of experience working in a Canadian dental office and 1 month of volunteer experience in a dental office.
- Experience in healthcare administration, patient care, and office coordination.
- Strong organizational, communication, and problem-solving skills.
- Committed to learning Canadian dental practices and improving professional competence.

Education and Training

Health Care Administration and Service Management,
Post Graduate Certificate
Conestoga College, Kitchener, ON August 2019 – December 2020
Program Highlights: Project Leadership in Health Care, Digital Integration, Health Care Policy

Bachelor of Dental Surgery
Bachelor's Degree
Baba Farid University of Research and Health Sciences, India August 2013 – June 2018
Program Highlights: Clinical dentistry, Pediatric dental care, Dental materials

Bachelor of Dental Surgery
Internship
Baba Farid University of Research and Health Sciences, India July 2017 – June 2018
Program Highlights: Oral medicine and radiology, Prosthodontics, Dental Hygiene

Additional Certifications

- CPR-C Certification – Canada December 2019
- Smart-Serve Certification - Canada December 2019
- Individual Security Guard License - Canada November 2019
- Customer Service Online Disability Training – Conestoga College November 2019
- Psychological First Aid – Caring for Others – Red Cross January 2021
- Introduction to Elder Abuse February 2021
- IPAC Core Competencies and Reprocessing- Public Health Ontario June 2021

Employment History

Care Team Coordinator

Para Med Home Health Care
Kitchener, Ontario

December 2023- current

Personal Caregiver

Schlegel Villages
Kitchener, Ontario

September 2021- January 2024

Personal Caregiver- Medication Certified

January 2023 – September 2023

Care team Coordinator

Para Med Home Health Care
Kitchener, Ontario

April 2021- November 2022

- Able to promote effective Communication between staff, patient's and family to reduce scheduling errors.
- Consideration of family and client as decision makers to reduce cancellation and refusal rates.
- Achieved a higher referral acceptance rate with experience in providing efficient staffing and quality care to the clients.
- Prepared daily reports of incoming call logs regarding patient and staff activities to highlight the type and frequency of client and staff concerns.
- Implemented necessary hygiene protocols to create a productive work environment.

Personal Caregiver

AgePro, Cambridge, Ontario

July 2021- December 2021

Administrative Assistant

Market Lane Medical Dental Office
Woodbridge, Ontario

March 2021 – July 2021

- Completed incoming and outgoing mail to save time for patients' insurance billing.
- Incorporated Dentrix over 3 months as a new digital filing system that helped in retrieving the documents effectively.
- Utilized scheduling methods to keep track of meetings between in-office staff and other departments to reduce last-minute stress.
- Assisted the employer in reducing the office costs by 25% by using local suppliers.
- Incorporated new ordering system to order supplies before running too low.

Personal Caregiver

Bayshore Home Health
Kitchener, Ontario

January 2021 – March 2021

Crew Member

Burger King
Kitchener, Ontario

December 2019 – February 2021

- Achieved sales target with additional growth of 20% within the expected time period of a week.
- Appreciated as the best crew member and as a personality to provide excellent customer service twice a year.

Dental Surgeon

Civil Hospital

Punjab, India

September 2018 – December 2019

- Handled patients with minor dental surgeries and able to enhance the financial status of the department by 10 patients a week with outstanding dental skills.
- Attained an incremental increase in the payment for about a year.

Volunteer History

Red Cross Society

Punjab, India

July 2017 – June 2018

Accomplished knowledge of organizational culture through educational meetings, campaigns and various dental camps organized at the Red Cross.

Awards and Accomplishments

Intern of the year award, Red Cross Society

2018

Nominated by the Ryla Volunteer Association in appreciation of teamwork, collaboration, and charity contribution.