

Aromoye-Bisilimi Zulphah Oluwakemi

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## Professional Summary

HARP certified Dental Receptionist and Medical Administrative Assistant with over 5 years in both dental and laboratory environment providing exceptional front-desk support, patient coordination, and administrative efficiency. Skilled in handling high volumes of client inquiries, coordinating appointments, and maintaining organized records. Known for improving service delivery efficiency, reducing complaint resolution times, and enhancing patient/customer satisfaction.

## Professional Experience

### Dental Receptionist, 400 Dental Centre, Toronto, 2025

- Answered multi-line phones, booked and confirmed appointments.
- Schedule appointments and manage calendars for dentists and hygienists.
- Provide patients with post-operative care instructions and oral hygiene education.
- Communicated treatment plans and explained financial policies.
- Supported a team of dentists in coordinating patient care.
- Trained and supported new interns on front-desk procedures, patient communication, and office protocols.

### Dental Administrator, Hilton Dental Clinic, Nigeria | Jan 2021 – Dec 2024

- Greet, register, and assist patients while maintaining a welcoming environment.
- Schedule appointments efficiently and manage recall/confirmation lists.
- Verify insurance benefits, process claims, and follow up on outstanding balances.
- Prepare treatment estimates and explain financial options to patients.
- Maintain accurate charts and documentation in dental software.
- Coordinate communication between dentist, assistants, hygienists, and patients.
- Handle phone inquiries, emails, referrals, and appointment reminders.

### Medical Administrative Assistant, Aimaza Diagnostic Company, Nigeria | Oct 2016 – Dec 2020

- Provided timely appointment scheduling and follow-up support, improving patient booking efficiency by 40% using Microsoft Excel and Google Calendar.
- Maintained courteous and professional communication across phone and email channels, achieving 95% patient satisfaction through empathetic engagement and conflict resolution.

- Resolved over 90% of patient concerns during first contact by applying critical thinking and active listening.
- Updated patient records and feedback logs with 30% improved data accuracy, using CRM tools and digital filing systems.

## **Technical & Soft Skills**

### **Technical Skills**

- Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)
- Google Workspace (Docs, Sheets, Gmail)
- CRM Tools (Salesforce, HubSpot)
- Data Entry & Digital Record Keeping
- Zoom, Microsoft Teams & Virtual Collaboration

### **Soft Skills**

- Empathetic Customer Communication
- Dental Terminology and Charting
- Time Management & Organization
- Conflict Resolution & Patience
- Team Collaboration & Adaptability
- Attention to Detail & Accuracy

## **Education**

### **Canadian College of Business, Science and Technology, Ontario**

Postgraduate Diploma (PGD) – Medical Office Administration

### **University of Ilorin, Nigeria**

Master of Science (M.Sc.) – Biochemistry 2016

Bachelor of Science (B.Sc.) – Biochemistry 2012

## **Certifications & Professional Training**

- HARP Certification
- Standard CPR and First Aid
- Digital Support Training
- Master Nursing Assistant Certification
- Diploma in caregiving, Home Health Aide and Nurse Aide
- Diploma in Phlebotomy and Venepuncture training
- Health & Safety Awareness Training

