

PROFILE

Self-starter with deep people relationship skills proven by experience as a Dental Hygienist serving patients over the last 9 years. Expanded background in people learning / development and managing front-office for a highly successful dental clinic.. Certified experience in ADWAM coaching through DISCOVERU and experience in Personality assessments, all to enable increased employee engagement. Deep intention to leverage professional experience to serve Islamic institutions and enable growth for educational advancement for Muslim population globally.

EXPERIENCE

Summer Smiles Dental and Orthodontics *Allen, TX* — Front-office and People Development Leader | Registered Dental Hygienist (RDH)

Sep 2020 - Present

- Served as Patient Experience Officer which drove increased patient retention - resulted in 300+ positive Google reviews over the span of 3 months
- Built a successful review and referral program
- Executed conflict resolution strategies and exercises which contributes high employee satisfaction and retention
- Directed and implemented team building initiatives and events to support office culture
- Top performing hygienist proven by production numbers, patient satisfaction reviews and peer feedback]
- Create and implement internal marketing strategies to maintain patient/customer relations
- General RDH duties not limited to ; periodontal scaling and root planing, prophylaxis, sealants, radiographs, ortho and invisalign implementation

Smile Direct Club – *Nashville, TN* Remote RDH

Jan 2020 - Sep 2020

- Answering clinical questions regarding treatment and tooth movement via phone, chat and video call
- Patient education regarding arch size and development
- Allergy specialist dealing with patients who have had allergic reactions to aligners

Summer Smiles Dental and Orthodontics *Allen, TX* — Lead RDH

JULY 2016 - JAN 2020

- Set goals for hygiene team and train new team members
- Stay on 1 hour per adult and 30 min per child schedule
- Took 3d imaging and extensive intra and extra oral photos
- #1 producing hygienist in 2018/2019/2022/2023

Nelson and Associates Family Dentistry *McKinney, TX* — RDH

JANUARY 2016 - JULY 2016

- Performed fast-paced, accelerated 30-minute assisted hygiene procedures with the help of a full time hygiene assistant

Corona Village Dental/ Norco Country Dental Corona, CA— RDH

JUNE 2015 - DECEMBER 2015

- 45 min adult and 30 min child appointments

EDUCATION

Foothill College — *Bachelor of Science in Dental Hygiene*

Degree in progress

San Joaquin Valley College — *Associates of Science in Dental Hygiene*

Graduated March 2015 , Ontario, CA

ADDITIONAL KNOWLEDGE AND SKILLS

- ADWAM (DISCOVERU) Islamic Life Coaching
- Qalam Foundations Associates Student
- DISC Personality Assessment Proficiency (certification in progress)
- MS Office (Word, PowerPoint, Excel)
- Languages : English and Urdu