

**LISSETTE BLANCO**

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**Objective:**

Seeking to secure a challenging and rewarding position with growth opportunities as a Dental Assistant, where my skills are effectively utilized to their fullest potential.

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**Skills:**

- Prepare dental materials like cements, amalgam, composite, impression, etc.
  - Taking, developing and processing dental x-rays.
  - Trimmed models, made trays/temps for mouth night guards.
  - Able to communicate effectively utilizing sound judgment, self-motivation, eagerness and willingness to learn, oriented towards efficiency and organization, independent but with a commitment to team success and assignment at hand.
  - Able to do medical office filing and other clerical work.
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**Profile:**

- More than 10 years' successful experience in operation management, front office management and customer service and support with recognized strengths in problem-solving and sales staff support.
  - Bilingual (English / Spanish); very personal and excellent listening and communicating skills as well as the ability to establish superb client relationships.
  - Conduct services professionally with a high level of dignity and integrity.
  - A team player and capable of working under pressure to meet deadlines as scheduled with quality in work.
  - Ability to train, motivate and supervise customer service employees.
  - Possess solid computer skills and excellent working knowledge using Microsoft Word, Excel, PowerPoint and usage of Internet Explorer.
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**Employment:**

*Ideal Baby & Kids, Miami, FL* *1998 - Present*

**Assistant Manager**

- Responsible for day-to-day-operations and the supervision of all work related issues in the organization.
- Supervision of all employee's queries and feedback and assist all the activities of the office manager.
- Coordination of the training department for effective training of employees to develop continuous learning among the staff and growth of organization.
- Quickly and effectively solve customer challenges.
- Maintain quality control/satisfaction records, constantly seeking new ways to improve customer service.
- Maintain in-office and training calendar as well as keep track of schedules/appointments.

*Bello Dental, Miami, FL*

*2011 - Present*

Office of Dr. Tomas Bello and Dr. Ivette Gomez-Bello

**Internship - Dental Assistant**

- Assist dental hygienist performing chair side
  - Responsible for taking dental x-rays and patient instructions
  - Responsible for preparing material for impressions
  - Assist with office duties such as scheduling and confirming patient appointments
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**Education:**

*Florida National College, Miami, FL*

*2011*

**Degree: Dental Assistant Program**

**GPA: 4.0**

*Jose Marti High School, Havana, Cuba*

**Certification: High School Diploma**

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**References Furnished Upon Request**