

# Shaquonza Solomon

Savannah, GA

[shaquonzasolomon@gmail.com](mailto:shaquonzasolomon@gmail.com)

4049183450

Certified Dental Assistant offering excellent clinical and customer relations skills gained through hand on educational experience. Display a warm, friendly demeanor and gentle touch during all dental procedures, earning consistent praise from patients. Efficient and precise in chairside dental assisting.

## Work Experience

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### **Dental Assistant**

Aspen Dental - Savannah, GA

August 2019 to Present

Perform a variety of patient care, office, and laboratory duties, and often work chair-side as dentists examine and treat patients. They make patients as comfortable as possible in the dental chair, prepare them for treatment, and obtain their dental records.

### **Call Center Agent**

OnBrand24 - Savannah, GA

July 2018 to June 2019

### **Sales Professional**

T-mobile - Savannah, GA

April 2016 to July 2018

Conducted on-site product demonstrations to highlight features, answer customer questions and redirect concerns toward positive aspects.

Evaluated inventory and delivery needs, optimizing strategies to meet customer demands.

Worked alongside retail representatives to boost sales by enhancing product presentations and advertising collateral.

Met frequently with technical, product management and service personnel to stay current on company offerings and business policies.

Reached out to customers after completed sales to evaluate satisfaction and determine immediate service requirements.

### **Medical Receptionist**

Dekalb Medical Hospital - Atlanta, GA

January 2014 to April 2016

Completed and filed financial documentation for accounting purposes.

Organized paperwork such as charts and reports for office and patient needs.

Documented patient medical information, case histories and insurance details to facilitate smooth appointments and payment processing.

Checked patient data including insurance, demographic and health history to ensure all information was current.

Scheduled, rescheduled and handled cancelled appointments for patients.

Coordinated front office duties, including customer service, patient scheduling and billing.

Maintained office supplies inventory by checking stock and ordering new supplies as needed.

### **Shift Supervisor**

Starbucks - Atlanta, GA

January 2014 to April 2015

Completed store opening and closing procedures, including setting up registers and checking products.

Evaluated employee skills and knowledge regularly, providing hands-on training and mentoring to individuals with lagging skills.

Responded to and resolved customer questions and concerns.

Applied security, safety and loss prevention strategies during shifts.

Helped store management meet standards of service and quality in daily operations.

Worked with team members to improve performance and implement training updates.

Maintained clean and well-organized production areas to avoid violations or unnecessary work delays due to hazards or inefficient layouts.

Established effective employee schedules and delegated tasks to take advantage of individual abilities and meet expected demands.

Efficiently managed accurate money transfers and protected transactions with standardized procedures.

## Education

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### **High school diploma**

Accelerated Dental Academy - Savannah, GA

June 2019 to August 2019

## Skills

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- Casting
- Sterilization
- Sterile
- Front Desk
- Customer Service
- Officemate
- Greet
- Microsoft Excel
- Word

## Certifications and Licenses

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### **Driver's License**

### **X-ray**

## Additional Information

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## Skills

- Clinical & Computer Skills • Maintain clean, sterile and positive environments
  - Teeth Cleaning Dental Radiographs optimizing patient comfort and safety.
  - Bleaching Tray & Temporary Crown Fabrications • Built a loyal patient following; frequently Instrument Sterilization requested by patients to serve as their dental
  - Temporary Fillings Periodontal Dressings assistant.
- Operatory Preparation
- Model Casting Preliminary Oral Health Exams