



**Datele de contact sunt contra cost. Detalii aici: <https://www.rabota.md/ro/prices/cv>**

👤 37 ani  
♀ Feminin  
📍 Chișinău

## TOP Competențe

- **Negotiation** · 6 luni
- **Communication Teamwork** · 6 luni
- **Problem-Solving Effective** · 6 luni
- **Adaptability** · 6 luni
- **Empathy and Attention to Detail** · 6 luni
- **Time Management** · 6 luni

## Preferințe

- Full-time
- În locația angajatorului

## Limbi

- **Română** · Nativ
- **Rusă** · Comunicare
- **Spaniolă** · Comunicare

# Administrator

## Despre mine

I am people-oriented person, with excellent communicative skills; good organized and hardworking.

## Experiența profesională

**Expert Dental Turism in Dental clinic** · dental clinic SRL · Chișinău

*Septembrie 2024 - Februarie 2025 · 6 luni*

1. Coordination and Management of International Patients
  - Communicating with patients before their arrival (via phone, email, WhatsApp, etc.).
  - Explaining details about available treatments and their costs.
  - Scheduling consultations and procedures according to the availability of doctors and patients.
  - Assisting with obtaining necessary documents (e.g., medical history, X-rays).
2. Organizing Travel Logistics
  - Assisting with booking flights and accommodation near the clinic.
  - Providing information about local transportation and tourist attractions.
  - Arranging airport transfers to the clinic and hotel.
3. Linguistic and Cultural Support
  - Ensuring translation between the patient and the doctor, if necessary.
  - Clearly explaining medical procedures and post-treatment recommendations.
  - Creating a pleasant and comfortable experience for international patients.
4. Patient Experience Management
  - Ensuring a stress-free process from arrival to departure.
  - Collecting patient feedback to improve services.
  - Maintaining long-term relationships with patients for future treatments.
5. Collaboration with the Clinic Team
  - Working closely with dentists to coordinate appointments and treatments.
  - Collaborating with the reception and administrative staff to manage patient flow.
  - Contributing to the promotion of the clinic and its dental

tourism services.

Competențe: Time Management, Empathy and Attention to Detail, Adaptability, Problem-Solving Effective, Negotiation, Communication Teamwork

## **Dental Office Administrator** · dentus plus srl · Chișinău

*Aprilie 2018 - Iunie 2024 · 6 ani 3 luni*

04/2018-03/2024 Dental Office Administrator

Duties:

- Plan and manage dental business operations to ensure excellent patient support services.
- Oversee daily office activities and provide direction and guidance to staff as needed.
- Ensure that patient appointments, cancellations and last-minute adjustments are handled properly. Respond efficiently to patient and doctor needs and inquires.
- Ensure the delivery of quality dental care to patients.
- Respond to patient queries and issues and ensure patient satisfaction.
- Resolve patient issues in accordance with company polies and procedures, healthcare regulations and dental board standards.
- Organize and present payment schedules with patients.
- Manage specialist referral process.
- Train, develop and manage staff to meet performance standards.
- Develop promotional programs to attract more patients.
- Assist in employee performance evaluation, promotion, termination, and retention activities.
- Follow and enforce office policies and regulations.
- Review and approve vacations, sick leave and personal leave for dental staff.
- Identify areas of improvements and concerns and implement appropriate corrective actions.
- Oversee staff scheduling as to ensure full coverage.
- Organize and oversee supply purchases, equipment upgrades and operation expenses.
- Write business correspondence and reports.
- Run and analyze management reports.
- Maintain patient data according to regulations and company policies.
- Ensure that records are stored securely and in compliance with privacy and security regulations.

## **Domeniile dorite**

- Medicină / Farmacie / Sănătate
- Top Management
- Management

## **Studii: Superioare**

### **Cursuri, training-uri**

**Training in health and safety at work for designated workers**

*Absolvit în 2017*

Organizator: ProMunca