**Elizabeth K. Lum Tong CDA, RDH**

(647) 986-5415

[Liz\_ronnie@hotmail.com](mailto:Liz_ronnie@hotmail.com)

**HIGHLIGHT OF QUALIFICATIONS**

* Over 18 years experience in the dental field
* Proficient in several dental software programs, Microsoft Office, and Word
* Strong PR, and time management skills
* Multi-lingual (English, French, Bulgarian, Russian, Yugoslavian, German, Spanish)

**RELEVANT SKILLS AND EXPERIENCE**

**Administration**

* Chart auditing, maintenance of patient records, filing systems
* Treatment coordination
* Front desk reception
* Submitting and reconciling dental claims and payments
* Monitoring staff hours and payroll preparation
* Inventory and ordering supplies
* Maintenance of patient schedule and ensuring maximum efficiency of office operating time
* Assessing the operating needs of Dental practices, formulating and implementing measures to ensure patient base retention and buildup, as well as, promoting and expanding the business

**Dental Hygiene, Assisting**

* Working and readily adapting to widely diverse dental office settings
* Performing Orthodontic procedures
* Assessing clients’ oral hygiene and providing appropriate dental care and disease management solutions
* Performing dental cleaning, periodontal care and assisting dentist with dental procedures and surgeries
* Maintaining accurate patient chart entry and regular recall scheduling
* Instrument handling while adhering to strict sterilization procedures and guidelines
* Working with physically and mentally challenged patients

**Teaching**

* Dental Assisting levels I, II program coordinator and instructor
* Teaching the entire theory and clinical Dental Assisting curriculum
* Conducting HARP certification exam
* Creating lesson plans, visual teaching aids and materials
* Acquiring and coordinating practical placements for students
* Continuing passion for the highest standards of education and practice in the Dental Field

**WORK HISTORY**

* **Dental Hygienist, Dental Assistant, Office Manager, Business consultant, Patient/Treatment Coordinator, Receptionist, Administrator** 1997- Present

Various Dental offices in the GTA

* **Dental Hygienist** 1997-1998

Gstaad, Switzerland

* **Dental Assisting Level I and II Program coordinator and Instructor** 1998, 2000

Toronto School of Business, Toronto

CDI College, Toronto

* **Customer Service Representative** 1995-1997

Air Canada, Toronto

* **Interpreter in Bulgarian, French, and English** On contract

All Languages Ltd. Interpreting and Translating Services

Polyprose Multilingue, Quebec City

* **Medical Receptionist** 1992

Private GP practice, Toronto

* **Customer Sales Representative, Administrator, Receptionist** 1991-1992

TELL Canada Telecommunications, Toronto

* **Ice Skating Instructor** 1993-1994

Ice Studios Inc., Toronto

**EDUCATION**

* **Dental Hygiene** 1996-1997

Algonquin College, Ottawa

* **Travel and Tourism** 1994-1995

Toronto School of Business, Toronto

* **Dental Assisting**  1992-1993

George Brown College, Toronto

* **Nursing Diploma Program** 1990-1991

Ryerson University, Toronto

* **Health Sciences** 1989-1990

CEGEP de Ste-Foy, Ste-Foy, Quebec

**ADDITIONAL TRAINING**

* **French – Stylistics and Translation I, II,** Continuing Ed. Course 1990-1991

Ryerson University

* **Orthodontics-Use of high-speed hand piece,** 1996-1997

Algonquin College, Ottawa

* **Pro-Dentec Periodontal Treatment Course** 1999

Toronto

**MEMBERSHIPS AND VOLUNTEERING**

* College of Dental Hygienists of Ontario
* Canadian Dental Hygiene Association
* Canadian Dental Nurses and Assistants Association
* **Complimentary 24 hour Dental Care Clinic volunteer**

Missions of Mercy. Charlotte, NC, USA

* **Councillor**

Archers Pathfinder Club

Little Arrows Adventurer Club

Bowmanville Adventist Church, Bowmanville

* **Lunchtime Program Assistant**

College Park Elementary School, Oshawa

* **Field and Sports Trip Assistant**

College Park Elementary School

Michaelle-Jean French immersion Public School

* **Nursing home Program Organizer and Participant**

with several Church Ministries in York and Durham Regions

**References available upon request**