

# Lolita Martillana

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## Professional Summary

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Motivated **Receptionist and a dental assistant** with **7 years of experience**, friendly customer service professional **committed to providing high-quality service and developing customer relationships.**

## Skills

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- Communication, Time management, Socials skills,
- Multi-Tasking abilities without affecting the quality of work
- Self-discipline, good hygiene, and cleanliness at all times.
- can adapt to different situations, different people and their personalities, and different types of work.
- Flexible to any job that is given and works on it independently.
- Skillful in dealing with dental procedures
- Computer literate, good in different software programs (Microsoft word, excel,)

## Work History

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### Receptionist and Dental assistant

November 2015- Current

#### Le Sourire Medical Company –Riyadh Saudi Arabia

- Greet guests as they arrive.
- Answer phone calls and emails from clients.
- File important documents and keep them well organized.
- Perform any other clerical duties necessary to keep the office running.
- Showing patients to their exam rooms.
- Prepare the necessary instruments needed on a given procedure to be done.
- Assist dental doctor during procedures, Post-procedure clean-up
- Autoclave instruments and kept sterility.
- updating patient's progress to treatment based on doctors assessment
- Responsible for dental restocking and necessities.

### Secretary and Receptionist

March-2012 –November 20215

#### Swan Medical Center –Riyadh Saudi Arabia

- Sort mail and prepare correspondence, Keep medical record filing up to date.
- See to the confidentiality of certain patient files, Complete various types of forms
- Manage doctors' schedules, Organize meeting logistics, Gather departmental statistics
- Answering and forwarding phone calls, Sorting and distributing posts

## EDUCATION

High School Graduate – (4rth Year)  
Graduated: March 2004

