

Sarah Desrochers

Enthusiastic, Hardworking, Detail-Oriented, Customer Service and Patient Care Professional

Portland, OR 97233

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I'm naturally positive, energetic, and I enjoy working with people. I have many years of customer service and dental office experience, plus top-notch guest services and and ticket sales from working at Walt Disney Travel Company.

Authorized to work in the US for any employer

Work Experience

Patient Care Specialist

Division Street Dental-Portland, OR

January 2024 to June 2024

Receptionist for holistic general dental office - scheduling, records, referrals, reports, treatment planning, dental assisting as needed.

Direct Support Professional

Dynamic Life PNW-Salem, OR

May 2023 to February 2024

Personal support and trauma-informed care, in home environments around-the-block for developmentally disabled foster children. Quick advancement into leadership.

Pediatric Dental Office Experience

Various Companies-Portland, OR

January 2022 to May 2023

Pediatric Dental Assisting and Treatment Coordinator, scheduling for pediatric dental surgery center

Dental Assistant and Dental Office Experience

Various Companies-Various Cities

April 2019 to December 2021

Dental Assisting and Dental Clinic experience, including general dentistry, management of student dental clinic, and pediatric assisting (more information provided upon request)

Reservation Sales Agent

The Walt Disney Travel Company-Orlando, FL

April 2017 to January 2019

Excellent "Disney-level" customer service and hospitality. Travel Agent in busy incoming call center, sales of value to luxury hotel reservations, upgrade experiences, and park ticket sales. Recognized for top sales and top customer service more than once.

Dental Assistant and Dental Office Experience

Various Companies-Various Cities

June 2000 to October 2016

Dental Assistant and Dental Front Office positions at various private and group practices, including front office management, pediatrics and oral surgery (more information provided upon request)

Education

Some college in Chemistry, Microbiology, English, Psychology

Clark College - Vancouver, WA

2005 to 2007

Certificate in Dental Assisting

Portland Community College - Portland, OR

September 1999 to June 2000

Skills

- Customer Service
- Insurance Verification
- Money Handling
- Front Office
- Dental Assisting
- Sterilization
- Caregiving
- Direct Support
- Childcare
- Travel Planning
- Mentoring

Certifications and Licenses

Expanded Functions Dental Assistant

Present

Dental Assistant Certificate issued by DANB

EFDA Certificate issued by DANB

CPR / BLS For Healthcare Providers Certification

November 2023 to November 2025

Sealant Certification

Present

Issued by Willamette Dental Group

Driver's License

November 2021 to January 2029

Dental X-Ray Certification

July 2000 to Present

EFDA Certification

Assessments

Medical billing — Proficient

December 2021

Understanding the procedures and forms used for medical billing

Full results: [Proficient](#)

Dental assisting skills — Proficient

June 2024

Knowledge of dental assisting tools and techniques

Full results: [Proficient](#)

Attention to detail — Proficient

October 2023

Identifying differences in materials, following instructions, and detecting details among distracting information

Full results: [Proficient](#)

Protecting patient privacy — Proficient

December 2021

Understanding privacy rules and regulations associated with patient records

Full results: [Proficient](#)

Customer focus & orientation — Proficient

June 2024

Responding to customer situations with sensitivity

Full results: [Proficient](#)

Office manager — Proficient

December 2021

Scheduling and budgeting

Full results: [Proficient](#)

Administrative assistant/receptionist — Proficient

December 2021

Using basic scheduling and organizational skills in an office setting

Full results: [Proficient](#)

Work style: Reliability — Proficient

October 2023

Tendency to be reliable, dependable, and act with integrity at work

Full results: [Proficient](#)

Food service: Customer situations — Proficient

June 2024

Identifying and addressing customer needs in a food service setting

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

Additional Information

Fully Covid-19 Vaccinated