




ARIANE MENDES

(672) 727 9240 

Coquitlam - BC 

mendes.aab@gmail.com 

PROFILE SUMMARY

Customer Service | Communication | Fast Learner

Experienced customer service professional looking for opportunities in a fast-paced environment. Skilled in communication, problem-solving, and organization, with a strong track record of reliability and motivation.

KEY COMPETENCIES

- Comfortable working within MS Windows 10, high proficiency in MS Office.
- Great communication and teamwork skills.
- Exceptional organizational, customer service and problem-solving abilities.

EDUCATION

Bachelor's Degree in User Experience and Design

2024 - Present

Canadian College of Technology and Business, Vancouver, BC

Master's in Dentistry with a Focus in Stomatology

2018 - 2020

Paulist University, Sao Paulo, Brazil

Bachelor's Degree in Dentistry

2014 - 2017

Paulist University, Sao Paulo, Brazil

WORK EXPERIENCE

Owner & Dentist

2021 - 2023

Clinica Delicate, Sao Paulo, Brazil

- Managed all administrative functions, including scheduling, budgeting, and coordinated a team of 12 professionals, to ensure smooth daily operations.
- Led customer service initiatives, improving patient experience and building long-term client relationships.
- Developed and implemented business strategies to enhance clinic performance and increase patient retention.

Dental Office Administrator _____ 2019 - 2021

LIFE Servicos Odontologicos, Osasco, Brazil

- Provided customer service, in a fast paced environment, by answering phone calls and emails, scheduling appointments, greeting patients and selling products to more than 30 patients daily.
- Managed health software and other computer applications, as Word and Excel, to book appointments, prepare reports, letters and medical records, promoting a effective and detailed service to patients.
- Processed payments, tracked sales and expenses, maintaining accurate and compliant financial records.

Dentist _____ 2018 - 2019

Clinica Dental Saude, Sao Paulo, Brazil

- Provided excellent customer service by assisting patients and promoting private treatment plans.
- Maintained cleanliness and organization of the treatment room and reception area, managed phone calls and social media inquiries, and efficiently scheduled and confirmed appointments

Cement Finisher _____ 2024 - 2024

Omni Coating, Burnaby, BC

- Delivered high-quality flooring finishes by leveling, smoothing, and polishing concrete surfaces to meet precise specifications, ensuring long-lasting, visually appealing results for clients.
- Maintained a safe and organized workspace by adhering to safety protocols, handling materials with care, and supporting team efficiency, promoting a productive and hazard-free environment.

VOLUNTEER EXPERIENCE

Volunteer _____ 2024 - Present

Austing Heights Church, Coquitlam, BC

- Assisted with organizing events, maintenance and community outreach.

CERTIFICATES

First-Aid, CPR and AED _____ 2024

Silica Hazards _____ 2024

WHMIS 2015 _____ 2024

Asbestos Awareness _____ 2024

LANGUAGES

- Portuguese: Native language | Fluent (speaking, reading, writing).

Availability: Seeking full or part-time positions, available Monday through Thursday from 6 am to 3 pm, and any time on Friday through Sunday