

Zaira Cortez

EXPERIENCE

Learning for Life Charter School, Marina, CA. — *Student Advocate/Internship.*

August 2023 - PRESENT

Mentoring students grades 8th-12th, offering support to anything they need. Following up with students making sure they are doing well with school and personal life. Build relationships with students and problem-solve through difficulties with student engagement

Work with a caseload of students and their families to ensure school success.

Assist students and parents with acquiring required information and services.

Communicate with parents and students on behalf of the school to ensure the formation of an ongoing partnership between home and school.

Schedule and participate in meetings of students, parents, and staff to exchange information, discuss needs and problems, improve school participation, improve communication, and/or make referrals.

Cleverly and persistently connect with students and families especially when school engagement is inconsistent.

Confer with staff, families, and community agency personnel to assist in evaluating student progress and/or implementing student objectives.

Operate the school van in support of school activities.

Accompanied staff during home visits.

Support the set-up and operation of the school's mobile campus.

Transport students to and from campus.

Participate in a variety of meetings, workshops, and committees to convey and/or gather information required to perform functions and remain knowledgeable about school guidelines, objectives, and practices.

Maintain a variety of confidential and non-confidential records to document activities and provide up-to-date references.

Work with students individually and in groups assisting with learning tasks.

Work directly with students in various academic subject areas

Supervise students on-site and on field trips.

Assist staff with parent contacts.

Gather and report information.

Assist with routine clerical duties and operate various office machines.

Maintain routine information and operational records.

Assist students with the use of computers, audiovisual aids, and other technology.

SKILLS

Critical Thinking Skills
Team Player
Creativity
Responsible
Attention to detail
Fast-Learner
Work well under pressure
Administrative
Bilingual
Customer service
Friendly
Adaptive
Ability to work independently
People skills.
Organizational know-how
Learning to learn
Computer proficiency.
Communication skills.
Problem-solving abilities.
Accountability.
Maintain confidentiality
Handle case management.
Written communication skills.

LANGUAGES

English, Spanish.

Provide information and assistance regarding college and career readiness.

Salinas Smiles Dental Group, Salinas, CA. — Dental Assistant/Patient Care Coordinator.

Sept. 2020 - PRESENT

- 4-Handed Dentistry, Assisting chair-side
- Taking records, impressions, or x-rays
- Using computers to update electronic patient records
- Assisting with lab tasks as needed
- Infection Control
- Sterilization based on regulations
- Maintain rooms stocked and organized
- Provide direct patient care under a dentist's supervision, evaluate outcomes, and consult with other health team members as required.
- Ability to assist dental staff with routine examinations and patient treatments. This includes pediatric, adolescent, and geriatric patients and the general patient population.
- Schedule appointments
- Front office dental experience
- Register patients using sign-in sheets; give new patients medical forms to complete.
- Schedule new and return appointments; explain the registration process and give directions to new patients; may explain procedure preparation to patients.
- Answer the telephone professionally and courteously; take messages; direct calls to appropriate staff members.
- Performs other duties as assigned.
- Explain billing policies, collect copayments; and refer patients without insurance to the office manager.
- Cash Handling
- Respond to patient questions and or concerns according to Company Policies
- Checking voicemail daily
- Maintain a clean and friendly waiting area for patients
- Maintaining Appointment Book
- Confirming Appointments
- Follow up on no-shows/cancellations of Appointments
- Following up with insurance on open claims.
- Sending NEA's to insurance.
- Billing patients

EDUCATION

El Puente Highschool, Salinas, CA. — *Highschool diploma.*

Aug. 2014 - Dec. 2018

Monterey Peninsula College, Monterey, CA. — *Associate's degree in Psychology w/ honors & Dental assistant certificate.*

Jan 2019 - Dec. 2022

California State University Monterey Bay, Marina, CA. — *Bachelor's Degree in Collaborative health and human services with a Concentration in Social Work.*

Jan 2023 - Present will be done in Dec. 2024