***CIRRICULUM VITAE***

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***CONTACT INFORMATION***

Name: Sambolina

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***PERSONAL INFORMATION***

Date of Birth: 3rd July 1988

Age: 30 years old

Gender: Female

Citizenship: Kenyan

Languages: English, Kiswahili

Computer skills: Literate

***EDUCATION BACKGROUND***

**Sept 2008- July 2011**: Kenya Medical Training College- Diploma in Community Oral Health.

**Feb 2003-Nov 2006**: Ngara Girls’ High School – Kenya Certificate of Secondary Education

**1995-Nov 2002**: State House Primary School- Kenya Certificate of Primary Education.

***CLINICAL TRAINING AND INTERNSHIP***

**Feb 2012- Feb 2013**: Mama Lucy Kibaki Hospital – Internship at the dental clinic.

**Jan 2011-March 2011**: Thika Level 5 District Hospital – Second attachment at the dental clinic.

**April 2010-July 2010**: Embu Provincial Hospital-First attachment at the dental clinic

***WORKING EXPERIENCE***

**March 2007- Aug 2008**: Eastzone Group of Companies South B Nairobi branch-Sales person, Customer care agent and cyber café attendant. Achievements include:

* Sales of airtime in wholesale and retail batches effectively thus surpassing targets and increasing clientele.
* Handling mobile money transactions accurately and swiftly while surpassing targets and giving clients satisfactory service.
* Handling all customer enquiries and using all complains and compliments to help the management know of ways to better the company.
* Banking of money from the day’s sales on behalf of the company.
* Handling the cyber café section in the areas of assisting the client in using the computer, photocopying, printing, scanning and other computer-based work that helped give the client an ‘all-under-one-roof’ service.
* Spear-heading the team-building sessions held by the company.

**July 2012 to June 2016:** Dr. Naomi Shaaban dental clinic-Kitengela .

**Nov 2012 to June 2018:** Smilestar Dental and Healthcare Services.-

Achievements include:

* Receiving, diagnosing and treating/ managing patients with dental problems or concerns and handling referrals for patients who require specialized treatment.
* Implemented painless and child-friendly dental techniques and methods of handling child-patients thus helped make the clinic one of the most preferred clinic in the region by patients.
* Assisted in the reception area when need be in the areas or patient record keeping, data entry, customer care and public relations.
* Supervising in sterilization and aseptic techniques thus achieved optimal conditions of avoiding cross- infections.
* Introduced the sale of dental-related products in the clinic eg. Recommended toothbrushes, thus gave patients the ‘all-under-one-roof’ service and consequently increased patient satisfaction and the clinic’s income.
* Helped design the official logo, letterhead and dress code for the clinic increasing the level of identity and uniqueness.(Smilestar Dental)
* Helped manage the clinic in the absence of the dentist in-charge thus keeping the sanity of the clinic at all times and nurtured inter-personal skills between colleagues.
* Chairing any meetings in the absence of the dentist in-charge or when requested to and handling any concerns that require problem solving.
* Did all Oral Health Education sessions at a personal level thus helped demystify a lot of beliefs about oral health and dentistry.

***LEADERSHIP AND EXTRA CURRICULUM ACTIVITIES***

Kenya Medical Training College:

* Created a bridge between the institution’s administration and the students as a Departmental Representative.
* Served as a captain of the college ladies’ volleyball team.

Ngara Girls’ High School:

* Helped maintain law and order as a school head girl, school prefect and a class captain
* Served as a co-ordinate of the public relations club and captain of the school’s volleyball team.
* Helped bring several awards to the school as an active member of the drama club and journalism club

State House Primary School:

* Served as a class prefect, an active member of the volleyball team and drama club.

***PERSONAL INTERESTS***

I enjoy traveling, reading novels, writing and reading poetry, listening to music, singing, dancing, cooking, acting, drumming, playing volleyball, short put and javelin throwing, art and design.

I am a good public speaker, able to interact with my given audience and successfully deliver the intended message.

***PERSONAL SKILLS AND COMPETENCIES***

I am a trustworthy person who can deliver beyond expectations under very minimal or no supervision. I never refrain from consulting or referring to higher cadres in my line of work when a case is beyond my capability. I am a good problem solver and always ready to learn new ways to better my skills and very attentive to details. I create rapport very easily with any individual from any walk of life. I have adequate experience in **public relations**, **customer care, administration** and **dentistry**; both clinical and community-based, in history taking, examination and coming up with the most suitable treatment plan for a patient. I am quite social and relate very well with my colleagues.

***REFEREES***

\*To be provided upon request.