

Debbie Hildebrandt

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Professional Summary

Dynamic Supervisor with proven leadership abilities and a strong focus on customer satisfaction through effective problem-solving and training initiatives. Skilled in multitasking and critical thinking, fostering a motivated team environment that consistently meets operational goals. Committed to delivering exceptional service and driving results.

Skills

Staff management, training and mentoring, computer experience, leadership abilities, critical thinking, customer service, time management, multitasking abilities,

Work Experience

Seniors on Site—Subcontractor--Current Employment

-Providing support to seniors so they may remain in their homes, and as independent as possible, as long as possible
eg. Gardening, housekeeping, home support which can include laundry, ironing, groceries, preparing small meals,
changing bed linen etc.

Rens Pets--Supervisor/Sales Associate

- Answered customer questions and made product recommendations according to needs.
- Participated in ongoing training to enhance own job skills and knowledge.
- Provided efficient and courteous service to customers at all times.
- Communicated employee, customer and workplace needs to managers.
- Initiated creative solutions to resolve customer complaints and issues.

Dr. Judith Cope, DDS--Treatment Coordinator

- Created a welcoming environment by greeting patients with a friendly attitude and professional demeanour.
- Managed daily schedules efficiently utilizing ClearDent, while ensuring that each patient received quality care in a timely manner.
- Reviewed medical history documents with patients to ensure that all relevant information was obtained prior to treatment.
- Followed up with patients after dental procedures, scheduling post-treatment appointments, and addressing any concerns or questions.
- Supported front desk operations by ensuring accuracy of check-in and check-out processes.

City of Ottawa-Public Health--Vaccine (Covax) Clerk

- Provided efficient and courteous service to public at all times.
- Verified accuracy of all paperwork prior to submitting for processing.
- Completed data entry tasks with strong focus on accuracy and data integrity.
- Maintained up-to-date knowledge of company services and procedures.
- Demonstrated ability to manage multiple tasks while remaining adaptable and flexible.

UPS--Delivery Driver

- Maintained accurate records of deliveries and pickups, including customer signatures and itemized lists.
- Utilized relevant map programs and GPS systems to navigate routes.
- Observed and adhered to traffic laws and safety procedures, preserving accident-free driving record.

Ottawa Hospital--Clerical/Administrative

- Assisted in the execution of MyChart, an electronic medical chart system accessible to patients for their health records.
- Updated databases and company files with current data.
- Answered multi-line telephone system to direct calls and take messages.
- Reviewed (EMR and hardcopy) files and records to obtain information to respond to requests.

- OHIP billing
- Managed calendars and arranged appointments.
- Utilized computer and job-related software to maintain and update filing, inventory, and database systems with a strong focus on accuracy and data integrity.
- Operated office machines, such as photocopiers and scanners, facsimile machines, voice mail systems, and personal computers.
- Sought continuing education opportunities to stay current with industry trends/changes.
- Committed to delivering excellent service while working in a fast-paced, stressful, environment.

Scotiabank—Banking Associate

- Provided excellent customer service in a high-volume banking environment, including cash handling and account inquiries.
- Examined cheques for endorsements and to verify other information such as dates, bank names, identification of persons receiving payments and legality of documents.
- Balanced cash drawer and maintained full accountability for assigned cash on hand.
- Resolved customer complaints in a timely manner while maintaining the highest level of professionalism.

Education

- 1996-Heritage College, Ottawa-Medical Terminology
- 1988-Algonquin College, Ottawa-Organizational Behaviour
- 1986-Fisher Park High School, Ottawa-Grade 12

Volunteering

Ottawa Humane Society

- Assisted with taking select strays to senior's facilities providing comfort and companionship for the elderly.

Red Cross Blood Donor Clinic

- Assisted patients throughout the donation process.