

# Hidekel Ricardo

Hartford, CT | (860) 491-7222 | Email: hidekelricardo12@gmail.com

## SUMMARY

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A versatile professional with excellent team collaboration, public speaking, and customer service skills, alongside expertise in video editing, social media management, and proficiency with office and design tools. Eager to apply recently acquired training as a dental assistant in a dental practice.

## Highlights

- Team Collaboration
- Public Speaking
- Knowledge of Office Suite
- Video Editing
- Social Media
- Design web based programs
- Customer Service
- Adaptability and time management
- Bilingual (fluent in Spanish)

## EXPERIENCE

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### 1001 Mexican Restaurant, Hartford, CT

March, 2024 – September, 2024

#### Waitress and Cashier

- Greeted customers, provided menus, and offered recommendations.
- Took orders for food and drinks, Delivered food and drinks in a timely manner.
- Communicated with kitchen staff on food orders, Checked on customers to ensure customers were enjoying their experience and the quality of their food.
- Multitasked by servicing multiple tables at a time and ensuring delivery of service was correct for each table.
- Prepared bills, collected and processed payments.
- Worked as a team player and assisted other tables and customers as needed.
- Cleaned, and prepared tables for next customers.

### Rig Hotels, Zona Colonial, Dominican Republic

March, 2023 – December, 2023

#### Receptionist

- Assisted customers in a friendly, professional, and polite manner. This includes answering customer questions, requests, and complaints.
- Managed scheduling of the Hotel by managing appointments and ensuring smooth operations with proper time management
- Kept up with multiple tasks at once, such as taking phone calls, booking schedules, and other clerical work.

### Virginia Delights, Zona Colonial, Dominican Republic

January, 2023 – March, 2023

#### Server

- Greeted customers, provided menus, and offered recommendations.
- Took orders for food and drinks for our to go customers as well as eat in customers and delivered food and drinks in a timely manner
- Prepared coffee, restocked bakery items and informed the kitchen staff when items were low.
- Cleaned and prepared tables for customers

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## Ramon of Lara Hospital, San Isidro, Dominican Republic

January, 2022 – December, 2022

### **Administrative Assistance for Medical Insurance**

- Registered and entered patient Medical insurance information into the hospital computer system
- Created referrals for patient and delivered to the appropriate department by hand and/or email
- Prepared, organized and filed hard copy files of patient in my department

## Gallery Exodus, San Juan, Puerto Rico

May, 2021 – June, 2021

### **Customer Support**

- Assisted customers with proper detail information regarding art compositions of their interest
- Printed and mounted frames around smaller art work
- Provided tours for customers around the art gallery and provided background information on art compositions

## **EDUCATION**

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### CSDAs Smile Success Center Pre-job training for Dental Assistants, Southington, CT

Certificate – September, 2024

### Instituto Bellas Artes, Zona Colonial, Dominican Republic

Certificate in preparation of General Drawing – November, 2023

### Maranatha de Doña Gladys High School, San Isidro, Dominican Republic

Diploma and Certificate in basic computer information – November, 2022

## **ADDITIONAL TRAINING**

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- Web Developer
- Data Curator
- Aux of Nursing
- Basic Computer information
- Networking Basics