

YELYZAVETA DZEVIATKA

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EDUCATION

City University of New York (CUNY), Brooklyn College Murray Koppelman School of Business	September 2022 – February 2025
<i>Bachelors of Science in Business Management</i>	Brooklyn, NY
Graduated: February 2025	
City University of New York (CUNY), Kingsborough Community College	September 2020 – December 2022
<i>Associates of Science in General Biology</i>	Brooklyn, NY
Graduated: December 2022	

EXPERIENCE

Supervisor/ Lead Dental Assistant/ Front Desk Coordinator	May 2023 – February 2026
<i>Emergency Dentist NYC</i>	New York, NY
- Led and coordinated a team of 5+ staff, optimizing daily operations and improving patient flow through scheduling and task delegation. - Managed front desk communications, appointment scheduling, and confidential patient records with strict adherence to privacy protocols. - Trained and mentored new hires on procedures, customer service, and documentation standards to ensure consistent client experiences. - Prepared and communicated pricing, treatment plans, and follow-up instructions to patients, strengthening client relationships and retention.	
Dental Assistant	November 2021 – August 2024
<i>Family Smile Dental</i>	Brooklyn, NY
- Assisted with client intake, scheduling, and administrative tasks to support efficient office operations and timely patient service. - Maintained confidential records and handled email and phone inquiries, demonstrating strong organizational and communication skills. - Supported clinical staff during treatments while ensuring sterilization and documentation protocols were followed.	

PROJECTS

Streetwise Partners Mentorship Program	January 2025 – April 2025
<i>Streetwise Partners Mentorship</i>	
- Participated in a 13-week mentorship focused on workplace skills, client communications, and career development. - Developed documentation, scheduling, and project support skills applicable to marketing, events, and stakeholder collaboration.	

SKILLS

Marketing & Customer Service: Client communication, Brand awareness, Promotional materials support
Administrative & Operations: Scheduling, Confidential record management, Event coordination
Technical & Tools: Microsoft Word, PowerPoint, Excel (Beginner); basic web design concepts from UX coursework

EXTRACURRICULARS

Project Basta	April 2025 – Present
<i>Fellow</i>	New York, NY
- Selected as 1 of 98 fellows nationwide for a competitive career development program focused on bridging the employment gap for first-generation students through resume coaching, mock interviews, and professional development workshops. - Developed analytical, problem-solving, and client engagement skills through career development programs.	

CERTIFICATIONS

UX Design Certification Brain Station	March 2025
Certification listed with education (March 2025)	