

Heidi B. Kent

17225 E. Windstone Trail * Rio Verde, AZ 85263 * 508-246-1985 * heidikent22@yahoo.com

PERSONAL AND PROFESSIONAL ASSISTANT

Summary: Clear and direct communicator who has a team orientation and is willing to have tough conversations when necessary. Focused on people's strengths, high standards and can be counted on to follow through and get things done. Efficiency expert who is a goal-oriented problem solver who takes initiative. Strong facilitator, and responsible, compassionate supervisor who is and has a bottom-line orientation.

Employment History

Heidi Kent Professional Services

2015-present

"Handling the Ordinary...So YOU can do the Extraordinary"

Personal Assistant/House Keeper/Book Keeper/Personal Shopping/Facilitating Home Projects, Parties, Functions. Home Watch/Organize Homes and Offices.

- Save time, money and energy, reduce "headaches" and promote work-life balance for families and small businesses by providing a variety of personal and professional services
- Subcontract services that are outside my scope of work to vendors in my network

Rick Roy Construction, LLC

2008-2015

Administrative Assistant/Office Manager

Managed all office business procedures for a multi-million dollar construction company.

- Weekly payroll and HR troubleshooting for 25 employees at a time
- A/R and A/P for over 25 clients at a time
- Facilitated communication between customers, team and subcontractors to ensure jobs got done on time and within budget, including approval of change orders by customers
- Assistant to CEO of the company, including personal assistance
- Provided yearly audits for Worker's Compensation and Liability Insurance for up to 100 subcontractors per year
- Year-end tax prep and liaison to accountant

Peter J. Barber, Builder

2000-2008

Administrative Assistant/Office Manager

Managed all office business procedures for a multi-million dollar construction company with subsidiaries.

- Same responsibilities as above (Rick Roy Construction)
- Field work to understand the connection between field work and office operations and promote efficient workflow
- Assistant to CEO of the company, including personal assistance

Ronald J. Dowgiallo, D.M.D. 1990-2008 (invited to return 2017 as p/t Office Mgr.)
Secretary/Dental Assistant

Front Desk Coordinator. Excelled in customer relations and patient care. All office Duties, insurance claims, daily bank deposits and day-end settlement. Weekly payroll for staff. Skilled in Practice Works Dental Software.

Dental Assistant. On-the-job trainee who provided high-quality patient care. Ordering of supplies, patient treatment plans and estimates. Certified dental x-ray technician. Assisted dentist in patient procedures including surgical extractions, root canal treatments, crown and bridge preparations, implants and restorations.

Education

Continuing Education Credits attending Yankee Dental Convention Boston, MA
Tufts Dental School: Certificate in Dental Radiology
Attended Cape Cod Community College 2 years
Harwich High School Graduate 1988

Technical Skills

QuickBooks/MS Excel/MS Word/MS Outlook/PracticeWorks