

CONTACT ME

LinkedIn Profile:

[linkedin.com/in/ivycarter](https://www.linkedin.com/in/ivycarter)

ivy.carter55@gmail.com

0410612672



Ivy Carter

Narrative CV

WORK EXPERIENCE



Adapting

During the COVID-19 pandemic, being a healthcare worker was an extremely difficult and insecure time. Working as a dental nurse, up close to peoples mouths always made me nervous and the added pressure of ensuring that everyone felt comfortable and safe in the practice was always the cherry on top. It was important for myself as an employee to always regularly check and keep upto date with the current guidelines and what we can and can't do as healthcare workers. It was also as crucial to articulate these regulations to distressed and confused patients who were seeking dental assistance. My ability to adapt quickly to guidelines was crucial to maintaining a safe working environment, which required me to engage in the process quickly and effectively.



Initiative

Growing up in the modern age of technology, learning and teaching myself new computer skills has always come naturally to me. The receptionist position I hold at the dental clinic also allows me to put my skills to good use. By utilising my initiative, I have been able to reduce the workload for all employees and achieve the same results. I can illustrate this with the time when I was able to create 500 address labels in a quarter of the time by using Excel spreadsheets, in contrast to individually write these on the envelopes. Taking initiative is an important skill when it comes to working in a chaotic environment, especially when it benefits your coworkers.



Resilience

Resilience has always been a key personal and professional value of mine. In life and at work, being able to bounce back is crucial. Whilst working, we were sadly informed that a member of our dental team pass away. It was utter shock for me to answer the phone call. In spite of the devastating events that took place, I had to bounce back into my professional work mindset and continue to assist my dentist as we had a day full of patients and I was the only receptionist/dental nurse on duty. I was able to maintain professional mannerisms and care for my patients, thanks to my resilient nature.

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EDUCATION HISTORY



**2020-
present**

Bachelor of Media and Communication
Institution: University of Wollongong
Year of Graduation: November, 2022



2019

Higher School Certificate
**Institution: Woollooware High School,
Sydney, NSW**
Year of Graduation: November, 2019