Natalia Rossi

Dental receptionist and practice administrator

rossin835@gmail.com
linkedin.com/in/nataliarossi1
Perth, WA from 30 November 2026
Working Holiday visa · Available early December 2026

Profile

Bilingual (English and Spanish) dental receptionist and practice administrator from a dental clinic in Argentina. I welcome patients, book appointments, prepare treatment quotes and bill health insurance funds, and I assist chairside in complex procedures and implant surgeries. I lived and worked in Australia for more than a year (2023 to 2024), including a contract with the Queensland Government. Friendly, organised and quick to learn new systems.

Experience

Practice Administrator

Oct 2026 – now and Oct 2024 – Jan 2026

Risus Odontología · Villa María, Argentina · Two periods at the same practice

- Main point of contact for the team of dentists in day-to-day clinical work: their requirements, supplies and assistance.
- Booked and rescheduled patient appointments and prepared treatment quotes.
- Assisted directly in complex dental procedures and implant surgeries.
- Took digital scans with Carestream/Dexis intraoral scanners (CS 3600, 3700, 3800) using CS ScanFlow, and X-rays using CS Imaging.
- Managed the practice in Bilog Gestión Odontológica.
- Billed through ARCA (Argentina's tax authority e-invoicing system) and patients' health insurance funds.
- Calculated dentists' fees and audited all dental treatments performed.
- Coordinated and negotiated directly with suppliers to keep dental and medical supplies in stock.
- Designed marketing strategies and proposed changes to the space to improve the patient experience.
- Kept improving internal admin and operating processes.

Administration and Commercial Support

Apr 2026 – Oct 2026

Veneranda S.A. (Volkswagen dealership) · Villa María, Argentina

- Customer service in person and by phone.
- Admin support for internal and external clients.
- Coordinated, checked and followed up commercial documentation.
- Entered transactions and organised processes in internal systems.

Instructor

Feb 2026 – Apr 2026

Instituto FICDE · Córdoba, Argentina

- Taught the Customs Broker Assistant and International Trade course.
- Developed and guided practical import and export case studies.
- Analysed commercial documentation and logistics processes with students.

Junior Internal Communications Officer
Jan 2024 – Apr 2024

Department of Regional Development, Manufacturing and Water, Queensland Government · Queensland, Australia · 3-month contract

- Helped send internal communications emails.
- Helped organise internal events.
- Liaised with stakeholders within the organisation.

Hospitality and customer service
May 2023 – Aug 2024

Various employers · Queensland, Australia

- Kitchen hand: worked as part of a team to keep quality and pace under pressure.
- Volunteer barista and customer service for a non-profit organisation, entirely in English.

Intern, International Logistics
Sep 2021 – Dec 2021

Aerodoc · Córdoba, Argentina

- Analysed the global operating workflow of a freight forwarder.
- Took part in international logistics operations.
- Developed improvement proposals for operating processes and the supply chain.

Education

Bachelor of International Trade
Universidad Siglo XXI, Argentina · 2018 – 2023

Intensive Customs Broker Course
ICA Argentina · 2022

Introduction to Supply Chain Management
ITC SME Trade Academy · 2020

Training

One-to-one English lessons
Instituto de Inglés Aldo Bonzi (online) · 2026

International Trade Update
Agencia ProCórdoba · 2025

General English Course
Imagine Education and International House, Australia · 2023

Italian Course
Scuola Dante Alighieri, Italy · 2017

Software

Bilog Gestión Odontológica
Dental practice management software

CS Imaging and CS ScanFlow
Carestream/Dexis CS 3600, 3700 and 3800

Microsoft Office
Also CRM systems and AI tools

Languages

Spanish · Native

English · Upper-intermediate to advanced (B2/C1)

Portuguese · Basic

Italian · Basic

References

Available on request.