
KRISTY DUTTMER

0418668787 - kristylduttmer@outlook.com - Point Lonsdale VIC 3225

PROFILE

Experienced dental professional with over 16 years in clinical practice, supported by a Certificate IV in Sterilisation Services and a Diploma in Management. Proven ability to support high-performing teams, maintain strict infection control standards, and deliver exceptional patient care in fast-paced environments. Recognised with Dental Nurse of the Year award for professionalism and commitment to excellence.

Now seeking to transition into a remote role within the dental or healthcare sector, bringing strong organisational, communication, and problem-solving skills to support patients, providers, and business operations in a virtual environment.

KEY STRENGTHS

RELATIONSHIP BUILDING

Proven ability to build strong, professional relationships with patients, clinicians, and stakeholders in fast-paced dental environments. Communicate clearly and empathetically to support patient understanding, team collaboration, and positive outcomes—skills directly transferable to remote patient support and client-facing roles.

ORGANISED APPROACH

Highly organised with a structured, methodical approach to managing workloads, prioritising tasks, and meeting deadlines. Experienced in adapting to changing clinical demands and confident in working independently—ensuring efficiency, accuracy, and continuity in a remote setting.

DECISION MAKING

Demonstrated ability to make timely, well-informed decisions in high-pressure environments while maintaining compliance and patient care standards. Take ownership of outcomes, showing initiative and sound judgement to resolve issues effectively in both team-based and autonomous roles.

COMPLAINTS/INFECTION CONTROL

Extensive knowledge of infection control protocols supported by a Certificate IV in Sterilisation Services. Experienced in maintaining and auditing clinical standards, ensuring compliance with industry regulations, and supporting best practice across dental environments. Able to interpret guidelines, implement effective processes, and provide guidance to teams—skills well suited to remote compliance, training, and advisory roles.

PROFESSIONAL EXPERIENCE

MEDICAL RECEPTION, POINT LONSDALE MEDICAL GROUP, POINT LONSDALE VIC AUGUST 2025 – CURRENT

Responsible for welcoming patients and assisting with enquiries and appointment bookings, while efficiently scheduling and managing the daily appointment calendar. Handling a high volume of incoming calls with professionalism and accuracy. Ensuring precise billing procedures and processing payments in a timely manner. Performing general administrative duties, including faxing, scanning, and managing referral correspondence, while strictly maintaining patient confidentiality and privacy. Providing ongoing support to practitioners and upholding a consistently high standard of professionalism in all interactions.

DENTAL NURSE/RECEPTION, BELLARINE COMMUNITY HEALTH, POINT LONSDALE VIC FEB 2020 – NOVEMBER 2024

- Supported clinicians in delivering high-quality patient care in fast-paced environments
- Coordinated patient appointments, treatment preparation, and clinical workflows
- Educated patients on treatment plans and post-operative care, improving understanding and compliance
- Maintained strict infection control and sterilisation standards in line with regulations
- Assisted in training and mentoring junior staff members
- Led and supported staff to ensure smooth daily operations
- Contributed to workflow improvements and team efficiency
- Assisted with stock control, ordering, and compliance processes
- Acted as a key point of contact for staff and patients
- Worked along side Clinical Hygienists within the Smile squad vans, visiting primary schools.

DENTAL NURSE/RECEPTION, PACIFIC SMILES, ERINA NSW AUG 2016 -FEB 2020

- Supported clinicians in delivering high-quality patient care in fast-paced environments
- Coordinated patient appointments, treatment preparation, and clinical workflows
- Educated patients on treatment plans and post-operative care, improving understanding and compliance
- Maintained strict infection control and sterilisation standards in line with regulations
- Assisted in training and mentoring junior staff members
- Led and supported staff to ensure smooth daily operations
- Contributed to workflow improvements and team efficiency
- Assisted with stock control, ordering, and compliance processes
- Acted as a key point of contact for staff and patients

MATERNITY LEAVE OCT 2014 - AUG 2016

DENTAL NURSE/RECEPTION, PACIFIC SMILES,
ERINA, NSW MARCH 2011 - OCT 2014

- Supported clinicians in delivering high-quality patient care in fast-paced environments
- Coordinated patient appointments, treatment preparation, and clinical workflows
- Educated patients on treatment plans and post-operative care, improving understanding and compliance
- Maintained strict infection control and sterilisation standards in line with regulations
- Assisted in training and mentoring junior staff members
- Led and supported staff to ensure smooth daily operations
- Contributed to workflow improvements and team efficiency
- Assisted with stock control, ordering, and compliance processes
- Acted as a key point of contact for staff and patients

DENTAL NURSE TRAINEESHIP, DPSA, VIC, JAN 2009 - MARCH 2011

- Supported clinicians in delivering high-quality patient care in fast-paced environments
- Coordinated patient appointments, treatment preparation, and clinical workflows
- Educated patients on treatment plans and post-operative care, improving understanding and compliance
- Maintained strict infection control and sterilisation standards in line with regulations

EDUCATION

2021 **Certificate IV in Sterilisation Services** SWC Training Melbourne VIC

2011 **Certificate III in Dental Assisting** RMIT School of Life & Sciences Carlton VIC

2009 **Diploma of Management** NMIT Preston VIC

2003 **Higher School** Montmorency Secondary School

AWARDS

2011 **Dental Nurse of the year** DSPA Melbourne VIC

TECHNICAL AND DIGITAL SKILLS

Proficient in Microsoft Office Suite (Word, Excel, Outlook) for reporting, documentation, and professional communication. Experienced in using clinical and practice management software such as D4W, with a strong understanding of digital workflows in healthcare settings. Highly computer literate, with the ability to quickly adapt to new systems, CRMs, and remote platforms. Accurate and efficient typing skills, supporting high-volume data entry and administrative tasks.

REFEREE DETAILS

Dr. Jane Wong Dentist, Bellarine Community Health

P. 0423 681 160

Dr Miles Somers, BMedSc. (Hons I), DMD

P. 0413 660 320