

# Gilda Dianat

North Bethesda, MD

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## Work Experience

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### **Nordstrom Sales Associate**

Nordstrom - Bethesda, MD

November 2022 to February 2023

Regular sales associate.

### **Clerical**

Rolyn Companies, Inc. - North Bethesda, MD

September 2017 to April 2020

### **Secretary**

Adventist Health - Silver Spring, MD

May 2016 to May 2017

## Education

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### **Bachelor of Arts in English**

University of Maryland-College Park - College Park, MD

January 2002 to May 2008

### **Associate in Arts (AA) in Liberal Arts**

Montgomery College - Rockville - Rockville, MD

September 1999 to May 2002

## Certifications and Licenses

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### **Certified Notary Public**

July 2018 to July 2022

## Assessments

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### **Medical receptionist skills — Proficient**

May 2023

Managing physician schedules and maintaining accurate patient records

Full results: [Proficient](#)

### **Retail customer service — Proficient**

June 2023

Responding to customer situations in a retail setting

Full results: [Proficient](#)

### **Medical receptionist skills — Proficient**

January 2023

Managing physician schedules and maintaining accurate patient records

Full results: [Proficient](#)

### **Work style: Reliability — Proficient**

June 2022

Tendency to be reliable, dependable, and act with integrity at work

Full results: [Proficient](#)

### **Attention to detail — Proficient**

April 2022

Identifying differences in materials, following instructions, and detecting details among distracting information

Full results: [Proficient](#)

### **Data entry: Attention to detail — Proficient**

June 2022

Maintaining data integrity by detecting errors

Full results: [Proficient](#)

### **Spreadsheets with Microsoft Excel — Proficient**

April 2022

Knowledge of various Microsoft Excel features, functions, and formulas

Full results: [Proficient](#)

### **Written communication — Proficient**

April 2023

Best practices for writing, including grammar, style, clarity, and brevity

Full results: [Proficient](#)

### **Customer service — Proficient**

May 2022

Identifying and resolving common customer issues

Full results: [Proficient](#)

### **Filing & organization — Proficient**

April 2023

Arranging and managing information or materials using a set of rules

Full results: [Proficient](#)

### **Protecting patient privacy — Proficient**

July 2022

Understanding privacy rules and regulations associated with patient records  
Full results: [Proficient](#)

### **Scheduling — Proficient**

April 2023

Cross-referencing agendas and itineraries to avoid scheduling conflicts  
Full results: [Proficient](#)

### **Call center customer service — Proficient**

October 2022

Demonstrating customer service skills in a call center setting  
Full results: [Proficient](#)

### **Basic computer skills — Proficient**

April 2023

Performing basic computer operations and troubleshooting common problems  
Full results: [Proficient](#)

### **Administrative assistant/receptionist — Proficient**

July 2022

Using basic scheduling and organizational skills in an office setting  
Full results: [Proficient](#)

### **Working with MS Word documents — Proficient**

April 2023

Knowledge of various Microsoft Word features, functions, and techniques  
Full results: [Proficient](#)

### **Customer focus & orientation — Proficient**

May 2022

Responding to customer situations with sensitivity  
Full results: [Proficient](#)

### **Management & leadership skills: Impact & influence — Proficient**

May 2023

Choosing the most effective strategy to inspire and influence others to meet business objectives  
Full results: [Proficient](#)

### **Protecting patient privacy — Proficient**

May 2022

Understanding privacy rules and regulations associated with patient records  
Full results: [Proficient](#)

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