Catherine Evans

Lead Dental Receptionist

Pella, IA 12345 | (641) 555-0132 | petra.pruitt@example.com

Dental front office professional with 12 years of experience managing multi-line phones, insurance verification, and reception operations across multi-provider practices. Reduced procedure delays by 44.2% by confirming pre-authorizations, verifying operatory readiness, and sequencing multi-visit treatment plans 48 hours before each appointment. Skilled in Dentrix, Weave, CDT coding, and staff training for teams of up to 7 members.

Professional Experience

LEAD DENTAL RECEPTIONIST | RED ROCK FAMILY DENTAL GROUP, PELLA, IA | 2020 – PRESENT

- Trained 7 reception and clinical staff members on new Dentrix scheduling and charting modules during a practice-wide software transition, completing all sessions within 3 weeks.
- Reduced procedure delays by 44.2% by confirming pre-authorizations, verifying operatory readiness, and sequencing multi-visit treatment plans 48 hours before each appointment.
- Fielded an average of 83 daily phone calls across 2 office locations, routing scheduling requests, insurance inquiries, and emergency triage to the correct provider teams.
- Coordinated reception coverage for 5 team members across morning and evening shifts, maintaining HIPAA-compliant check-in procedures for 3 dentists and 10 operatories.

DENTAL RECEPTIONIST | SKUNK CREEK DENTAL ASSOCIATES, OSKALOOSA, IA | 2016 – 2020

- Handled 67 inbound and outbound phone calls per day, scheduling appointments, relaying post-op instructions, and answering coverage questions for a 4-provider practice.
- Shortened procedure start delays from 22 minutes to 14 minutes by printing route slips with confirmed CDT codes and insurance notes before each patient was seated.
- Trained 4 new hires on Weave patient communication workflows, bringing each team member to independent operation within 5 business days.

DENTAL RECEPTIONIST | PRAIRIE BLOOM DENTAL CLINIC, KNOXVILLE, IA | 2014 – 2016

- Managed an average of 54 daily phone calls for 2 providers, scheduling hygiene recalls, consultations, and urgent same-day visits across 6 operatories.
- Confirmed insurance eligibility and collected co-pays before each patient was seated, so billing questions were settled at the front desk.
- Updated patient demographics and consent forms in the EMR within 4 minutes per record, supporting HIPAA compliance during a state audit with zero findings.

Education

A.A.S., Business Office Specialist | Indian Hills Community College, Ottumwa, IA
2012 – 2014

Key Skills

- Dentrix
- Microsoft Excel
- CDT Coding
- Insurance Eligibility Verification
- Staff Training
- Weave
- HIPAA Compliance
- Multi-line Phone Systems
- Appointment Scheduling
- Production Scheduling