

# Josephina Kreppein

Dental Receptionist

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☎ (314) 496-6650

📍 1632 WEST CHICAGO AVENUE,  
CHICAGO, IL 60622

## EDUCATION

### High School Diploma at Highland Park High School, IL

Sep 2017 - May 2021

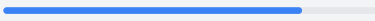
Some skills I've learned are time management, organization, and how to study effectively.

## LINKS

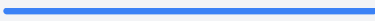
[linkedin.com/in/josephinakreppein](https://www.linkedin.com/in/josephinakreppein)

## SKILLS

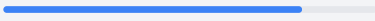
Dental software



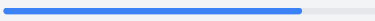
Dental terminology



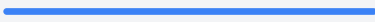
Insurance billing



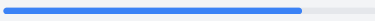
Patient scheduling



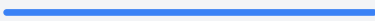
Treatment presentation



Financial arrangements

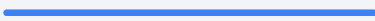


Sterilization procedures

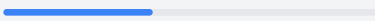


## LANGUAGES

English



German



## PROFILE

I have over 1 year of experience as a Dental Receptionist. I am proficient in scheduling appointments, insurance billing, and patient communications. I possess excellent customer service skills and work well under pressure. I am also bilingual in Spanish and English.

## EMPLOYMENT HISTORY

### ● Dental Receptionist at Blue Cross Blue Shield of Illinois, IL

May 2022 - Present

- Answered an average of 50 phone calls per day.
- Greeted and scheduled an average of 30 patients per day.
- Verified patient insurance benefits and coverage.
- Entered patient data into dental software program.
- Collected co-payments and payments for services rendered.

### ● Dental Assistant at Delta Dental, IL

Aug 2021 - Mar 2022

- Assisted in providing dental care to over 100 patients each month.
- Maintained a 97% patient satisfaction rating.
- Actively participated in continuing education courses to stay up-to-date on the latest dental procedures and technologies.
- Managed inventory of supplies and equipment, ensuring that the practice was always stocked with necessary items.
- Handled all scheduling for both patients and staff members.

## CERTIFICATES

### Certified Dental Receptionist (CDR)

Jun 2021

### Registered Dental Assistant/Receptionist (RDA/RDAEF)

Aug 2019

## MEMBERSHIPS

American Dental Association

National Dental Association