

Diona Ulstad

Dental Receptionist

Profile

I am a Dental Receptionist with over 1 year of experience in the field. I have excellent customer service skills and a keen eye for detail. I am knowledgeable in dental insurance procedures and claims filing. I am also proficient in scheduling appointments and managing patient records. In my previous role, I was responsible for greeting patients, answering phone calls, taking payments, and scheduling appointments. I thrive in fast-paced environments and enjoy working with people on a daily basis

Employment History

Dental Receptionist at Aspen Dental, WA

Mar 2022 - Present

- Answered an average of 60 calls per day, including scheduling appointments and providing information about dental services.
- Greeted patients upon arrival and provided them with necessary paperwork.
- Verified patient insurance coverage and collected co-payments.
- Entered patient data into electronic dental records system.
- Scheduled follow-up appointments for patients.

Dental Assistant at Pacific Dental Services, WA

Jul 2021 - Jan 2022

- Assisted in providing dental care to over 1,000 patients.
- Helped train new dental assistants.
- Maintained a 98% patient satisfaction rating.
- Reduced office waste by 15%.
- Increased efficiency of the front desk by 10%.

Certificates

Certified Dental Receptionist (CDR)

Apr 2021

Registered Dental Assistant/Receptionist (RDA/RDAEF)

Jan 2020

Memberships

American Dental Association

National Dental Association

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📍 1403 S 245th Pl, Des Moines, WA 98198

Education

High School Diploma at Bellevue High School, Bellevue, WA

Sep 2017 - May 2021

I have learned how to study for and take tests, how to do research, and how to write papers.

Links

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

Skills

Dental software

Dental terminology

Insurance billing

Patient scheduling

Treatment presentation

Financial arrangements

Sterilization procedures

Languages

English

Italian