

Zitlaly Aguiluz

Dental Scheduler

Profile

I am a Dental Scheduler with over 1 year of experience. I have excellent customer service skills and enjoy working with patients to schedule their appointments. I am efficient in scheduling appointments, managing patient records, and maintaining the front office.

Employment History

Dental Scheduler at Aspen Dental, KY

May 2022 - Present

- Answered an average of 60 calls per day, scheduling appointments for patients while providing excellent customer service.
- Met and exceeded monthly goals for number of appointments scheduled.
- Utilized creative problem solving skills to accommodate patient requests outside of usual office hours.
- Trained new dental schedulers on company software and best practices.
- Maintained a high level of accuracy in data entry, ensuring that all patient information was up-to-date.

Dental Scheduler II at Dentists of Bowling Green, KY

Aug 2021 - Mar 2022

- Answered an average of 60 calls per day, scheduling appointments for patients and providing information about dental services.
- Demonstrated excellent customer service skills by maintaining a friendly and professional demeanor with patients at all times.
- Utilized computer software to keep track of patient records, schedule appointments, and process payments.
- Effectively communicated with dentists and other staff members in order to ensure that appointments were scheduled correctly and efficiently.
- Consistently met or exceeded daily appointment goals set by the office manager.

Certificates

Certified Dental Scheduling Coordinator (CDSC)

Mar 2021

Certified Dental Practice Manager (CDPM)

Sep 2019

Memberships

American Dental Association

National Dental Association

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Education

High School Diploma at Lexington Catholic High School, Lexington, KY

Aug 2017 - May 2021

Some skills I've learned are time management, organization, and essay writing.

Links

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

Skills

Dental software

Appointment scheduling

Dental insurance knowledge

Treatment planning

Financial arrangements/coordination

Ability to multi-task and prioritize

Strong communication skills

Languages

English

Urdu