





DYONTE BLAKE

Receptionist

CONTACT

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Elizabeth, NJ 
[LinkedIn](#) 

EDUCATION

High School Diploma
Elizabeth High School
Elizabeth, NJ
2013 - 2017

SKILLS

Dentrix Dental Software
Insurance claims
Customer service
Microsoft Office (Excel, Word,
PowerPoint)
Scheduling and calendar management
Customer/patient billing
Spanish
Oral/ written communication
Telephone communication

CAREER OBJECTIVE

Experienced receptionist that has experience in multiple domains. As the person responsible for interactions with customers and patients I place a relentless focus on customer care and efficient operations.

WORK EXPERIENCE

Front Desk Receptionist

Milestones Pediatric Dentistry / 2019 - current / Roselle Park, NJ

- Scheduled patients for appointments and recall appointments by introducing Dentrix, which increased patient flow by 11% each month.
- Answered multi-line telephone system, took accurate messages, screened and directed telephone calls to the appropriate person, and made calls to patients/insurance companies in a professional manner.
- Greeted and identified patients and visitors as they entered the office in reference to the daily schedule and obtained additional patient information as needed.
- Requested patients and visitors be seated in the waiting room in a courteous manner and communicated unexpected delays when necessary.
- Acquired necessary medical records and documents for patient charts by communicating via telephone, facsimile or in person with other office locations.
- Maintained a neat and organized waiting room and ordered supplies as needed.
- Received payments from patients for services rendered and prepared bank deposits on a daily basis.

Receptionist

Mobile Notary Public Services / 2017 - 2019 / Remote

- Answered calls on a 4-line system, took messages and handled all correspondence between patients and the office.
- Created detailed checklist for invoicing clients used by all receptionists, saving over 10 total hours each week.
- Led the note-taking and minutes for meetings, started a system to email out short summaries of each meeting to the relevant parties.
- Utilized Microsoft Outlook and Calendly to efficiently schedule appointments.
- Led the onboarding for 2 new receptionists by creating thorough documentation and answering all questions