

SEMIKA OLAECHEA

Dental Receptionist

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9457 Winfield Place, Montgomery, AL
36117



PROFILE

I have been Dental Receptionist for over five years and have gained an extensive knowledge of the inner workings of a dental office. I am extremely organized and efficient, able to handle any situation that is thrown my way. I possess excellent customer service skills and enjoy working with the public. I pride myself on being a team player and always work well with others.

LINKS

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

SKILLS

Customer service

Telephone skills

Data entry

Appointment scheduling

Insurance billing and coding

Accounts receivable and payable

Proficient with Eaglesoft

LANGUAGES

English

German

EMPLOYMENT HISTORY

Dental Receptionist at Aspen Dental (New York)

Mar 2022 - Present

- Completed all necessary training to become a dental receptionist.
- Hired as a dental receptionist at ABC Dentistry.
- Answered an average of 60 calls per day, scheduling appointments and answering patient inquiries.
- Completed insurance forms for patients and submitted them in a timely manner.
- Entered patient data into the office's computer system accurately and updated records as needed.
- Managed the flow of traffic in the waiting room, keeping patients on schedule for their appointments.

Dental Office Manager at Bright Now! Dental (California)

Aug 2016 - Jan 2022

- Greeted an average of 25 patients per day with a smile, while maintaining the front desk and scheduling appointments.
- Completed daily tasks such as patient charting, filing, and verifying insurance benefits.
- Answered an average of 50 phone calls per day courteously and efficiently.
- Trained new staff members on office policies and procedures related to the front desk.
- Recognized by co-workers for being able to handle difficult situations with parents/guardians calmly.
- Worked closely with dental insurance companies to ensure that claims were processed in a timely manner.

EDUCATION

Associate's degree at California Institute of Technology, Pasadena, CA

Sep 2012 - May 2016

I successfully completed my Dental Receptionist program and am now a certified dental receptionist.

CERTIFICATES

CPR (Cardiopulmonary Resuscitation)

Dec 2020

HIPAA (Health Insurance Portability and Accountability Act)

Apr 2019

OSHA (Occupational Safety and Health Administration)

Jun 2017