Tanya Whitfield

Receptionist

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SUMMARY

Receptionist with 3 years in dental and corporate office settings, handling 80+ calls a day, visitor check-in and scheduling in Dentrix and Outlook. Cut average patient hold time from 90 seconds to 25 by restructuring the call queue, and kept a 2-provider schedule running with under 2% no-shows.

EXPERIENCE

Front Desk Receptionist — Lakeside Family Dental

Charlotte, NC · Jun 2022 – Present

- Answer and route 80+ calls a day for a 2-provider dental office, scheduling appointments in Dentrix and resolving billing questions on the spot when possible.
- Restructured the morning call queue and added a callback list, cutting average patient hold time from 90 seconds to 25.
- Manage the appointment schedule for 2 providers, sending reminder calls and texts that kept no-shows under 2% for the past year.
- Greet and check in 45+ patients a day, verifying insurance details in advance for 95% of appointments to reduce front-desk delays.

Corporate Receptionist — Beaumont Logistics Group

Charlotte, NC · Aug 2020 – May 2022

- Greeted 30+ visitors a day at a corporate headquarters, issuing badges and notifying hosts within 5 minutes of check-in.
- Managed 4 shared conference room calendars, resolving double-bookings for 60 meetings a week.
- Sorted and distributed incoming mail and packages for a 150-person office, flagging urgent items same-day.

SKILLS

Front Desk: Multi-line phone systems, visitor check-in, badge/visitor management software

Scheduling: Dentrix, Outlook Calendar, Google Calendar, appointment reminder systems

Office Tools: Microsoft Office (Word, Excel, Outlook), Google Workspace

Other: Basic billing and insurance verification, mail distribution, light bookkeeping

CERTIFICATIONS

CPR/First Aid Certified, 2023

EDUCATION

High School Diploma, Charlotte Central High School, 2019

Fictional example by FindAJobAI: the person, employers and numbers are invented.