

Priyanka Rawat

Front Office Receptionist

Dehradun, Uttarakhand · [Phone] · [Email] · [Website or LinkedIn]

PROFESSIONAL SUMMARY

Commerce graduate with eight months at the front desk of a multi-speciality dental clinic, handling appointments, phone enquiries and patient billing. Uses clinic software for bookings, keeps visitor records and manages the waiting area during peak evening hours. Seeking a receptionist role in a corporate office, hospital or premium clinic.

SKILLS

Appointment scheduling · Phone and walk-in enquiries · Clinic management software · Billing and UPI payments · Visitor registers · MS Word and Excel · Courier and records · Polite communication

EXPERIENCE

Front Desk Executive — Multi-speciality dental clinic, Dehradun

8 months · current

- Greet and register 40 to 60 patients a day, booking follow-ups and sending reminders through the clinic software.
- Answer phone enquiries about treatments and costs, transferring clinical questions to the right doctor.
- Collect payments by cash, card and UPI, issue receipts and tally the daily collection with the manager.
- Keep the waiting area calm during evening rush by updating patients on delays and offering rescheduling options.

Office Assistant (Internship) — Small chartered accountancy office, Dehradun

3-month internship

- Maintained client files, inward and outward registers and couriers for tax season documents.
- Answered calls and scheduled client meetings in a shared calendar for two partners.

EDUCATION

B.Com — Government degree college, Dehradun

Higher Secondary (Commerce) — State board school, Rishikesh

CERTIFICATIONS AND REGISTRATIONS

- Front Office Management, short course
- MS Office, computer training institute

PROJECTS

- Reminder script — wrote a standard SMS and WhatsApp reminder message that reduced missed appointments at the clinic

LANGUAGES

Hindi · English · Garhwali