

# Krystal Mehta

Pediatric Dental Receptionist

## CONTACT

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United States, Austin, TX

## EDUCATION

### Associate of Science in Dental Office Administration

Austin Community College,  
Graduated: May 2019

### Certifications

- Pediatric Dental Office Essentials, American Dental Front Office Association – October 2024
- CPR for Infants and Children, American Heart Association – January 2023

## AWARDS

- Employee of the Month – Smile Tree Pediatric Dentistry, November 2022
- Community Service Award – Tooth Buds Pediatric Dental Clinic, 2020

## PROFESSIONAL SUMMARY

Compassionate and dedicated dental receptionist with experience in pediatric dental care. Adept at managing appointment scheduling, educating parents, and creating a welcoming environment for young patients. Skilled in handling insurance verifications, managing patient records, and easing children’s dental anxiety.

## EXPERIENCE

Pediatric Dental Receptionist2021 - Now

Smile Tree Pediatric Dentistry, Austin, TX

- Manage daily appointment scheduling for three pediatric dentists, coordinating 45+ patient visits per day
- Provide clear explanations of treatment plans to parents, ensuring they understand procedures and obtaining informed consent
- Oversee insurance verification and authorizations for state-sponsored children’s plans (CHIP, Medicaid), ensuring accurate billing
- Create a child-friendly atmosphere with themed waiting areas, patient rewards, and engaging activities to reduce anxiety

Receptionist2019 - 2021

Tooth Buds Pediatric Dental Clinic, Round Rock, TX

- Provided front desk support, including greeting patients, collecting co-pays, and ensuring HIPAA-compliant record management
- Developed and implemented visual aids and explanations to help children understand dental procedures, improving patient cooperation
- Assisted in organizing annual community outreach events focused on dental hygiene education for local schools and families

## SKILLS

Software Proficiency: Smile Reminder, CareStack, Dentrix, Eaglesoft	★★★★★
Insurance Verification & Billing: CHIP, Medicaid, PPO, and HMO plans	★★★★★
Pediatric-Specific Care: Terminology, child anxiety management, dental procedure explanations	★★★★★
Customer Service & Communication: Handling parent concerns, patient conflict resolution	★★★★★
Specialized Scheduling: Coordination for sedation, special needs patients, and high-demand times	★★★★★
Front Desk Operations: Appointment scheduling, payment processing, patient records management	★★★★★