

Sin Yee Tsang

Toronto, ON, Canada

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Professional Summary

Organized and detail-oriented Dental Receptionist with hands-on experience managing patient scheduling, administrative tasks, and front-desk operations in a busy dental clinic environment. Skilled in providing excellent patient service, coordinating appointments, handling confidential records, and maintaining smooth clinic operations. Fluent in English, Cantonese, and Mandarin.

Professional Experience

Dental Receptionist

Private Dental Clinic, Toronto, ON

December 2025 - Present

- Managed daily front-desk operations including patient check-ins, scheduling, and appointment confirmations.
- Provided courteous and professional service to a diverse patient base.
- Maintained accurate patient records and managed electronic filing systems.
- Coordinated communication between patients, dentists, and dental assistants.
- Handled billing, insurance verification, and payment processing.
- Assisted with administrative tasks to support smooth clinic workflow.

Skills

- Patient Relations & Customer Service
- Appointment Scheduling & Calendar Management
- Electronic Medical/Dental Records Management
- Multilingual: English, Cantonese, Mandarin
- Billing & Insurance Processing
- Professional Communication & Teamwork

Education

Bachelor of Science, Biology

The Chinese University of Hong Kong, 2014 - 2018