

Raveena Uppal

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SKILLS

- Experienced with EMR, EPIC, and knowledge of medical terminology.
- First Aid and CPR certified.
- Languages: English, French, and Punjabi.

EDUCATION

Conestoga College — Advanced Diploma, Respiratory Therapy
September 2025 - Present

University of Waterloo — *Bachelor of Science, Honours Biology*
September 2021 - April 2025

EXPERIENCE

Front Desk Receptionist— *Swan Dental*

May 2025 - August 2025

- Managed patient check-in/check-out and responded to inquiries in person and by phone.
- Scheduled and confirmed appointments using ABELDent, demonstrating attention to detail, time management, and the ability to coordinate patient flow.
- Verified insurance information and assisted with billing inquiries.
- Maintained accurate patient records and documentation while upholding confidentiality standards.
- Collaborated with dental staff to ensure an efficient workflow.

Friendly Visitor — *Community Support Connections*

October 2024 - present

- Provided support and companionship to the elderly with disabilities and/or living in isolation.

Student Ambassador — *University of Waterloo*

September 2023-April 2024

- Represent and promote the University to prospective students and be a point of contact for prospective students by providing excellent customer service skills.
- Provide insightful and engaging in-person residence tours.
- Work large-scale main campus events for future students.

Aquity Solutions — *Medical Scribe*

March 2023-June 2023

- Worked directly with physicians to transcribe information and maintain 100% accuracy of medical records during clinical visits in real-time into electronic health records.
- Documented laboratory test results into patient charts.
- Recorded diagnoses dictated by a physician and filled out prescriptions.
- Ensured the correctness of patient medical charts and made necessary chart amendments.

LAUNCH, Canadian Minor STEAM Association — *Volunteer*

March 2023

- Led STEAM activities ranging from science, technology, engineering, arts, and math.
- Responsible for supervising activities and ensuring engagement from all students.

PROJECTS

Dekpor School Development Organization — Charity, 2011

- Worked with Dekpor School in Africa to raise funds to feed children.