

Joshua Kabasela

Silver Spring, MD 20902 | +1 301 337 1389 | joshkabasela@gmail.com

Professional summary

Motivated HVAC Apprentice in first year of training, seeking hands-on opportunities with a focus on teaching and mentorship. Experienced in customer service, scheduling, and technical tasks such as using 3D scanners for dental molds. Demonstrates strong communication skills and a commitment to learning in both technical and administrative environments.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work experience

Apprentice

Heating Air Conditioning Contractors of MD | Columbia, MD

August 2026 to Present

- Assisted with HVAC tasks as a first-year apprentice, actively pursuing roles emphasizing comprehensive teaching and training for technical skill growth.

Apprentice

Heating Air Conditioning Contractors of MD | Columbia, MD

August 2026 to Present

- Supported HVAC projects as a first-year apprentice, seeking opportunities focused on hands-on learning and skill development through teaching and training.

Dental Front Desk Receptionist

Metropolitan Specialty Group

October 2022 to Present

- Constructed and assembled patient molds and casts using advanced 3D scanners, enhancing dental treatment accuracy and efficiency.
- Coordinated administrative duties at the front desk by scheduling appointments and managing patient flow to optimize office operations.
- Delivered exceptional customer service by welcoming patients and addressing their needs, contributing to a positive and professional environment.
- Fulfilled dentists' orders by preparing and delivering patient-specific materials, ensuring timely and accurate support for dental procedures.

Dental Front Desk Receptionist

Metropolitan Specialty Group

October 2022 to July 2026

- Constructed and assembled patient molds and casts using advanced 3D scanners, improving precision in dental care delivery.
- Managed front desk administrative tasks, including scheduling appointments and maintaining organized patient records for efficient workflow.
- Provided outstanding customer service by greeting patients and ensuring a welcoming atmosphere, supporting patient satisfaction.
- Supplied dentists with patient-specific materials and fulfilled orders promptly, streamlining dental procedures and enhancing team collaboration.

Education

HVAC

Howard Community College
August 2026 to Present

HVAC (Current College Student)

Howard Community College
August 2026 to Present

HVAC apprentice at heating&air conditioning contractors of MD. Studying to obtain universal 608 license.

High school diploma

Winston Churchill High School | Potomac, MD
August 2016 to May 2020

High school diploma or GED

Winston Churchill High School | Potomac, MD
August 2016 to May 2020

Upper secondary education

Some college

Skills

Medical billing Cash handling 10 key typing HIPAA Appointment scheduling Basic math

Medical receptionist Time management Phone etiquette Managing patient records

Medical terminology Administrative experience Decision making General dentistry Epic

Patient treatment planning Microsoft Office Dental Receptionist 3D scanning

Phone communication Client interaction via phone calls Typing Medical records

Medical office experience Chairside Assisting Communication skills Transcription

Google Suite Greeting customers Health insurance authorizations Driving Retail sales

Interpersonal communication Math HVAC - HVAC experience (Less than 1 year) POS

Record keeping Leadership Dental terminology Patient care Emergency scheduling

Front Desk Sales Bilingual Clinic experience Insurance verification Laboratory Experience

Hospitality Patient interaction Professional email communication Customer service

Cash register Field service Filing Dental office experience Medical administrative support

Google Docs Microsoft Excel English Retail math HVAC - HVAC experience (Less than 1 year)

Clerical experience Complaint handling Attention to detail Computer operation

Microsoft Outlook Dental lab technology Microsoft Word Delivery driver experience

Supervising experience Computer skills Medical scheduling Maintenance task scheduling

Organizational skills

Maintenance

Data entry

Office experience

Customer complaint resolution

Languages

Bilingual

English

Certifications and licenses

HVAC apprentice license

July 2026 to July 2028

Property & Casualty License

Life & Health Insurance License

Life Insurance License

CPR Certification

Driver's License