



MICHAEL ANDERSON

Healthcare Client Services Manager

Dedicated Client Servicing Manager with a specialization in healthcare services, focused on improving patient experience and operational efficiency. Expertise in developing client-centric strategies that align with organizational goals. Proven track record in managing teams and leading initiatives that enhance service delivery and patient satisfaction. Strong analytical skills enable the identification of improvement opportunities within service processes.

CONTACT

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EDUCATION

Bachelor of Science in Health Administration

University of Florida
2016-2020

SKILLS

- Patient Experience Management
- Healthcare Services
- Team Leadership
- Data Analysis
- Service Delivery Improvement
- Complaint Resolution

LANGUAGES

- English
- Spanish
- French

WORK EXPERIENCE

Healthcare Client Services Manager

2020-2023

HealthFirst Solutions

- Managed a team of 10 client service representatives, focusing on patient satisfaction metrics.
- Developed and implemented patient feedback systems that improved service delivery.
- Analyzed service data to identify trends and inform operational improvements.
- Facilitated training programs for staff on patient interaction best practices.
- Coordinated with medical staff to ensure seamless patient service experiences.
- Resolved patient complaints effectively, achieving a 90% satisfaction rate.

Patient Relations Coordinator

2019-2020

Community Health Center

- Supported the client services team in enhancing patient interactions and satisfaction.
- Conducted surveys to gather patient feedback and assess service quality.
- Collaborated with healthcare providers to improve patient communication processes.
- Monitored service delivery metrics to ensure compliance with healthcare standards.
- Resolved patient inquiries promptly, maintaining high satisfaction levels.
- Participated in community outreach programs to enhance patient engagement.

ACHIEVEMENTS

- Improved patient satisfaction ratings by 25% through targeted initiatives.
- Recognized for exceptional leadership in service delivery enhancement.
- Developed a patient engagement program that increased retention by 15%.