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SKILLS

- Patient Engagement
- Community Outreach
- Communication
- Data Analysis
- Problem Solving
- Marketing

EDUCATION

BACHELOR OF ARTS IN HEALTH COMMUNICATION, UNIVERSITY OF HEALTH SCIENCES

LANGUAGE

- English
- Spanish
- German

ACHIEVEMENTS

- Received 'Outstanding Community Advocate' award for efforts in promoting oral health education.
- Increased patient retention rates by 35% through effective communication strategies.
- Successfully organized a dental health fair that attracted over 500 community members.

Michael Anderson

DENTAL CARE CONSULTANT

Passionate and results-oriented Dental Care Consultant with over 5 years of experience specializing in patient relationship management and community outreach. My career began as a dental receptionist, where I developed strong interpersonal skills and a deep understanding of patient needs. Transitioning into consulting, I focused on helping dental practices improve their patient engagement strategies and community presence.

EXPERIENCE

DENTAL CARE CONSULTANT

Community Dental Associates

2016 - Present

- Developed community outreach programs that increased practice visibility by 60%.
- Conducted patient satisfaction surveys, resulting in actionable insights that improved service delivery.
- Trained dental staff in patient communication techniques, leading to a 40% increase in patient retention.
- Organized health fairs and workshops that educated the community on oral health.
- Collaborated with local organizations to promote dental health initiatives.
- Implemented a referral program that boosted new patient numbers by 30%.

DENTAL RECEPTIONIST

Healthy Smiles Dental Clinic

2014 - 2016

- Managed appointment scheduling and patient inquiries with a focus on exceptional service.
- Handled insurance verification and billing processes, achieving a 95% success rate.
- Maintained patient records and ensured compliance with HIPAA regulations.
- Developed patient follow-up procedures that increased appointment confirmations by 25%.
- Assisted in the coordination of patient care initiatives.
- Participated in team meetings to improve office processes and patient experiences.