

# MICHAEL ANDERSON

Dental Consultant

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Skilled Dental Case Reviewer with 8 years of experience in the dental consulting industry, focusing on operational efficiency and quality assurance in dental practices. I have a proven track record of working with dental organizations to enhance their service delivery and compliance with industry standards. My expertise in process improvement and case management allows me to identify inefficiencies and implement strategic solutions that drive patient satisfaction.

## WORK EXPERIENCE

### Dental Consultant | Consulting for Dentists, LLC

Jan 2022 – Present

- Conducted operational reviews of dental practices to identify areas for improvement.
- Worked with dental teams to implement quality assurance protocols and best practices.
- Utilized performance metrics to assess the effectiveness of treatment plans.
- Provided training and support to enhance case management processes.
- Developed strategic recommendations that improved patient satisfaction scores by 25%.
- Facilitated workshops on operational efficiency for dental staff.

### Dental Case Manager | Quality Dental Services

Jul 2019 – Dec 2021

- Managed a portfolio of dental cases, ensuring compliance with treatment protocols.
- Coordinated with insurance providers to resolve billing discrepancies.
- Educated patients about treatment plans and financial options available.
- Maintained accurate documentation of patient interactions and treatment outcomes.
- Implemented a feedback loop with patients to enhance service delivery.
- Awarded 'Employee of the Year' for exceptional case management.

## SKILLS

operational efficiency

quality assurance

case management

training

communication

strategic planning

## EDUCATION

### Bachelor of Science in Business Management

2015 – 2019

University of Business Studies

## ACHIEVEMENTS

- Increased practice efficiency by 30% through process improvements.
- Developed a training program that enhanced staff knowledge on compliance.
- Recognized for outstanding client satisfaction and service delivery.

## LANGUAGES

English

Spanish

French