



MICHAEL ANDERSON

Dental Assistant

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SUMMARY

Dedicated Dental Patient Care Specialist with over 5 years of experience in providing exceptional patient care in busy dental practices. Proven ability to foster relationships with patients, ensuring a comfortable and supportive environment. Skilled in managing patient records, scheduling appointments, and coordinating with dental technicians to optimize workflow. Strong knowledge of dental procedures and terminology, enabling effective communication with both patients and dental professionals.

WORK EXPERIENCE

Dental Assistant **Bright Smiles Dental Clinic**

Jan 2023 - Present

- Assisted dentists during procedures, ensuring a smooth and efficient process.
- Managed patient records and maintained confidentiality in compliance with HIPAA regulations.
- Scheduled and confirmed appointments, optimizing patient flow and reducing wait times.
- Educated patients on oral hygiene practices, contributing to improved patient health outcomes.
- Maintained inventory of dental supplies, ensuring availability for procedures.
- Coordinated follow-up appointments, enhancing patient engagement and adherence to treatment plans.

Front Office Coordinator **Family Dental Care**

Jan 2020 - Dec 2022

- Oversaw front office operations, including patient check-in and financial transactions.
 - Utilized dental management software to manage appointments and patient communication.
 - Developed and implemented office policies that improved patient satisfaction by 20%.
 - Trained new staff on office procedures and software usage, enhancing team efficiency.
 - Handled insurance claims and inquiries, facilitating timely reimbursements.
 - Organized community outreach programs to promote dental health awareness.
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EDUCATION

Associate Degree in Dental Hygiene, **Community College of Health Sciences**

Sep 2019 - Oct 2020

ADDITIONAL INFORMATION

- **Technical Skills:** Patient Care, Dental Software, Appointment Scheduling, Record Management, Team Coordination, Patient Education
- **Awards/Activities:** Received Employee of the Month award three times for exceptional patient service.
- **Awards/Activities:** Increased patient retention rates by 15% through improved follow-up procedures.
- **Awards/Activities:** Successfully implemented a new scheduling system that reduced appointment overlaps by 30%.
- **Languages:** English, Spanish, French