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## **EXPERTISE SKILLS**

- Patient Care Management
- Scheduling
- Record Keeping
- Customer Service
- Inventory Management
- Communication

## **LANGUAGES**

- English
- Spanish
- French

## **CERTIFICATION**

- Certificate in Dental Assisting, Dental Academy of Excellence

## **REFERENCES**

### **John Smith**

Senior Manager, Tech Corp  
john.smith@email.com

### **Sarah Johnson**

Director, Innovation Labs  
sarah.j@email.com

### **Michael Brown**

VP Engineering, Solutions Inc  
mbrown@email.com

# MICHAEL ANDERSON

## DENTAL OFFICE ASSISTANT

Experienced Dental Patient Care Specialist with a strong background in both clinical and administrative duties within the dental sector. Over 6 years of hands-on experience interacting with patients and managing their care from the moment they enter the office until their treatment is complete. Skilled in utilizing various dental software systems to manage patient information and enhance operational efficiency.

## **PROFESSIONAL EXPERIENCE**

### **Sunshine Dental Group**

*Mar 2018 - Present*

Dental Office Assistant

- Assisted patients with appointment scheduling and inquiries, improving office efficiency.
- Maintained patient records and ensured compliance with health regulations.
- Coordinated communication between patients and dental professionals to facilitate treatment.
- Managed inventory of dental supplies, reducing costs by 15% through better procurement.
- Developed and executed patient follow-up procedures, enhancing patient retention.
- Implemented new filing systems that improved document retrieval times by 30%.

### **Gentle Care Dentistry**

*Dec 2015 - Jan 2018*

Dental Receptionist

- Handled patient check-in and check-out processes, ensuring a smooth workflow.
- Educated patients on treatment options, leading to a 20% increase in elective procedures.
- Maintained appointment calendars and minimized cancellations through proactive reminders.
- Processed insurance claims and managed patient billing inquiries effectively.
- Trained staff on customer service excellence, improving patient experience ratings.
- Organized patient appreciation events, fostering community relations.

## **ACHIEVEMENTS**

- Improved patient satisfaction ratings by 35% through enhanced service practices.
- Recognized as Employee of the Year for exceptional patient care in 2020.
- Implemented a new patient feedback system that increased response rates by 50%.