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SKILLS

- Patient Advocacy
- Office Management
- Communication
- Scheduling
- Staff Training
- Feedback Analysis

EDUCATION

ASSOCIATE DEGREE IN MEDICAL OFFICE MANAGEMENT, HEALTH CAREERS INSTITUTE

LANGUAGE

- English
- Spanish
- German

ACHIEVEMENTS

- Improved patient satisfaction scores by 40% through enhanced service delivery.
- Received a Leadership Award for outstanding contributions to office management.
- Implemented a referral program that increased new patient registrations by 25%.

Michael Anderson

DENTAL PATIENT ADVOCATE

Enthusiastic Dental Patient Care Specialist with over 7 years of experience in patient care and office management within dental practices. Proven track record of enhancing patient experiences through effective communication and personalized care. Strong organizational skills, enabling efficient management of patient schedules and office operations. Expertise in dental software systems and patient record management.

EXPERIENCE

DENTAL PATIENT ADVOCATE

Compassionate Dental Center

2016 - Present

- Oversaw patient intake processes, ensuring thorough documentation and smooth transitions.
- Actively communicated with patients to understand their needs and concerns.
- Collaborated with dental staff to ensure comprehensive care and follow-up.
- Managed appointment scheduling and patient reminders to enhance attendance.
- Trained staff on patient care best practices, improving service quality.
- Organized patient feedback initiatives to gather insights and improve services.

OFFICE MANAGER

Caring Hands Dentistry

2014 - 2016

- Managed all aspects of office operations, from patient scheduling to billing.
- Implemented new office procedures that boosted efficiency by 20%.
- Supervised staff training programs to enhance service delivery.
- Maintained patient records and ensured compliance with dental regulations.
- Conducted patient satisfaction surveys to identify areas for improvement.
- Developed promotional materials that increased patient engagement and new client referrals.