

# MICHAEL ANDERSON

Dental Office Assistant

- San Francisco, CA
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Motivated Dental Patient Care Specialist with 3 years of experience in dental support roles, focusing on enhancing the patient experience through effective communication and administrative efficiency. Passionate about building relationships with patients to ensure their comfort and understanding of dental procedures. Proficient in managing appointment schedules and maintaining organized patient records.

## WORK EXPERIENCE

### Dental Office Assistant | Premier Dental Care

Jan 2022 – Present

- Supported office operations by managing patient inquiries and appointment scheduling.
- Coordinated with dental staff to prepare treatment rooms for procedures.
- Maintained accurate patient records, ensuring privacy and compliance with regulations.
- Engaged with patients to understand their needs and preferences.
- Assisted in developing patient education resources for better treatment understanding.
- Participated in office meetings to discuss strategies for improving patient services.

### Dental Receptionist | Caring Dental Group

Jul 2019 – Dec 2021

- Managed patient check-in and check-out processes efficiently.
- Educated patients about appointment protocols and treatment options.
- Maintained appointment calendars and minimized scheduling conflicts.
- Handled patient billing inquiries and insurance claims processing.
- Developed a patient feedback system to gather insights for service improvement.
- Trained new hires on office procedures and software usage.

## SKILLS

Patient Coordination

Administrative Support

Communication

Scheduling

Record Maintenance

Team Collaboration

## EDUCATION

### Diploma in Health Administration

2015 – 2019

Career Institute

## ACHIEVEMENTS

- Improved patient appointment compliance by 20% through effective communication.
- Recognized as Employee of the Month for outstanding service in 2022.
- Implemented an organized filing system that improved document retrieval efficiency.

## LANGUAGES

English

Spanish

French