

MICHAEL ANDERSON

Dental Operations Consultant

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I am a dedicated Dental Practice Consultant with a strong background in healthcare management and a focus on improving operational efficiency in dental practices. Over the past 9 years, I have worked with various dental teams to streamline their processes, enhance patient experiences, and drive financial performance. My expertise lies in analyzing operational workflows and identifying areas for improvement, ultimately leading to increased profitability.

WORK EXPERIENCE

Dental Operations Consultant | Dental Solutions Group

Jan 2022 – Present

- Analyzed practice workflows to identify inefficiencies and recommend improvements.
- Implemented new communication systems that improved patient follow-up rates.
- Trained office staff on customer service skills, leading to a 20% increase in patient retention.
- Developed financial management tools that enhanced budgeting accuracy.
- Collaborated with dental teams to set and achieve operational goals.
- Monitored practice performance metrics to track improvement progress.

Office Manager | Gentle Touch Dentistry

Jul 2019 – Dec 2021

- Managed daily operations of a dental practice, ensuring high-quality patient care.
- Implemented electronic health record systems that improved data accessibility.
- Coordinated patient appointments and follow-ups to enhance service delivery.
- Maintained compliance with health regulations and safety standards.
- Conducted staff performance reviews and provided constructive feedback.
- Developed community outreach programs to promote oral health awareness.

SKILLS

Operational Analysis

Financial Management

Staff Training

Patient Care

Workflow Improvement

Compliance Management

EDUCATION

Master of Healthcare Administration

2014

University of Southern California

ACHIEVEMENTS

- Increased practice revenue by 45% through strategic operational enhancements.
- Recognized for excellence in practice management by local dental associations.
- Developed a patient satisfaction program that improved feedback scores by 50%.

LANGUAGES

English

Spanish

French