



MICHAEL ANDERSON

Quality Assurance Coordinator

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SUMMARY

Dedicated Dental Quality Specialist with over 8 years of professional experience in the dental field, focusing on quality assurance and compliance. I have a proven track record of implementing quality management systems that ensure adherence to industry regulations and improve patient care. My expertise includes conducting audits, managing risk assessments, and leading continuous improvement initiatives.

WORK EXPERIENCE

Quality Assurance Coordinator Smile Bright Dental Clinic

Jan 2023 - Present

- Conducted quarterly audits to ensure compliance with state dental regulations.
- Developed and implemented quality improvement plans that reduced patient complaints by 30%.
- Trained staff on best practices and compliance standards for dental procedures.
- Analyzed patient feedback and quality data to identify trends and areas for improvement.
- Collaborated with the clinical team to enhance patient safety protocols.
- Prepared detailed reports for management showcasing quality metrics and improvement outcomes.

Dental Quality Analyst HealthFirst Dental Associates

Jan 2020 - Dec 2022

- Monitored compliance with internal quality standards and external regulations.
 - Implemented data management systems to track performance metrics and patient outcomes.
 - Facilitated training sessions on quality assurance practices for new employees.
 - Collaborated with cross-functional teams to streamline dental operations and reduce waste.
 - Reviewed and analyzed incident reports to develop preventive measures.
 - Presented findings at monthly staff meetings to promote quality awareness.
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EDUCATION

Bachelor of Science in Dental Hygiene, University of Dental Studies, 2012

Sep 2019 - Oct 2020

ADDITIONAL INFORMATION

- **Technical Skills:** Quality assurance, Compliance management, Data analysis, Process improvement, Training and development, Patient safety
- **Awards/Activities:** Successfully led a quality improvement initiative that improved patient satisfaction scores by 25% within one year.
- **Awards/Activities:** Recognized as Employee of the Month for outstanding contributions to quality management in 2019.
- **Awards/Activities:** Developed a quality handbook that became the standard reference for all dental staff.
- **Languages:** English, Spanish, French