MA

Phone: (555) 234-5678

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Address: San Francisco, CA

Website: www.michaelanderson.com

EXPERTISE SKILLS

- Data analysis
- Quality improvement
- Compliance auditing
- Team collaboration
- Reporting
- Process optimization

LANGUAGES

- English
- Spanish
- French

CERTIFICATION

- Bachelor of Science in Health Information Management, University of Health Systems, 2015

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

QUALITY DATA ANALYST

Experienced Dental Quality Specialist with a strong focus on data analysis and process optimization in the dental sector. With over 7 years of experience, I have developed a keen understanding of the importance of quality in patient care and operational efficiency. My expertise lies in utilizing data analytics to identify trends, monitor performance, and drive improvements in clinical practices.

PROFESSIONAL EXPERIENCE

Premier Dental Solutions   *Mar 2018 - Present*
Quality Data Analyst

- Analyzed quality metrics and patient outcomes to identify areas for improvement.
- Developed dashboards to provide real-time insights into quality performance indicators.
- Collaborated with clinical teams to implement data-driven improvements in patient care.
- Conducted root cause analyses for quality-related incidents and proposed preventive measures.
- Trained staff on data reporting and quality improvement processes.
- Presented analytical reports to management to inform strategic decisions.

Family Dentistry Associates   *Dec 2015 - Jan 2018*
Dental Quality Improvement Coordinator

- Led quality improvement initiatives that increased patient satisfaction by 20% within six months.
- Conducted compliance audits to ensure adherence to state and federal regulations.
- Developed and implemented training sessions focused on quality standards and best practices.
- Collaborated with the IT department to enhance data collection and reporting systems.
- Facilitated quality meetings to promote team engagement in improvement efforts.
- Monitored and reported on key performance indicators to senior management.

ACHIEVEMENTS

- Recognized for excellence in data analysis with a special commendation from the management in 2021.
- Implemented a successful patient feedback system that improved quality ratings.
- Led a project that reduced appointment cancellations by 15% through process enhancements.