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SKILLS

- Quality management
- Regulatory compliance
- Data analysis
- Staff training
- Team collaboration
- Patient care

EDUCATION

BACHELOR OF SCIENCE IN HEALTHCARE MANAGEMENT, UNIVERSITY OF HEALTH SCIENCES, 2014

LANGUAGE

- English
- Spanish
- German

ACHIEVEMENTS

- Awarded the Quality Leadership Award in 2020 for outstanding service in quality improvement.
- Implemented a new patient feedback system that increased engagement by 35%.
- Successfully reduced patient wait times by 20% through process improvements.

Michael Anderson

QUALITY ASSURANCE ANALYST

Detail-oriented Dental Quality Specialist with over 6 years of experience in ensuring quality management and regulatory compliance within dental practices. I have a strong commitment to enhancing patient care through the establishment of effective quality systems and processes. My background includes conducting audits, analyzing performance metrics, and implementing quality improvement initiatives.

EXPERIENCE

QUALITY ASSURANCE ANALYST

Caring Hands Dental Clinic

2016 - Present

- Conducted quality audits to ensure compliance with regulatory and safety standards.
- Analyzed patient feedback data to drive quality improvement initiatives.
- Developed training materials and programs for staff on quality assurance practices.
- Collaborated with the clinical team to enhance patient care protocols.
- Monitored key performance indicators to track quality improvement progress.
- Presented quality reports to management to inform decision-making.

DENTAL QUALITY IMPROVEMENT SPECIALIST

Gentle Touch Dental Services

2014 - 2016

- Led initiatives to improve patient satisfaction scores by implementing feedback systems.
- Conducted regular training sessions for staff on quality control measures.
- Worked with management to develop action plans for quality improvement.
- Analyzed clinical data to identify trends and areas for improvement.
- Facilitated interdisciplinary team meetings to promote quality initiatives.
- Reported on quality metrics and improvement outcomes to leadership.