

# MICHAEL ANDERSON

Quality Assurance Coordinator

- San Francisco, CA
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Ambitious Dental Quality Specialist with a focus on regulatory compliance and quality assurance within the dental industry. With over 4 years of experience, I have developed a strong foundation in the principles of quality management and patient safety. I have a passion for ensuring that dental practices adhere to the highest standards of care while promoting a culture of continuous improvement.

## WORK EXPERIENCE

### Quality Assurance Coordinator | City Dental Center

Jan 2022 – Present

- Implemented quality assurance measures to ensure compliance with dental regulations.
- Assisted in conducting audits and assessments of clinical practices.
- Collaborated with the dental team to enhance patient care procedures.
- Monitored quality metrics and reported findings to senior management.
- Supported the training of staff on quality control practices.
- Engaged with patients to gather feedback for service improvement.

### Dental Quality Improvement Assistant | Green Leaf Dental

Jul 2019 – Dec 2021

- Assisted in the execution of quality improvement projects within the dental practice.
- Conducted data analysis to identify trends in patient care quality.
- Supported staff training initiatives focused on quality assurance.
- Participated in compliance audits and reported outcomes.
- Collaborated with management to enhance patient satisfaction measures.
- Reported on quality indicators to track improvement progress.

## SKILLS

Quality assurance

Regulatory compliance

Data analysis

Patient care

Staff training

Collaboration

## EDUCATION

### Bachelor of Science in Health Administration

2018

University of Health Sciences

## ACHIEVEMENTS

- Contributed to a quality improvement initiative that enhanced patient satisfaction by 20%.
- Recognized for exemplary teamwork in quality assurance projects.
- Played a key role in developing a quality training program for new hires.

## LANGUAGES

English

Spanish

French