



# MICHAEL ANDERSON

## Dental Services Coordinator

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### SUMMARY

Dedicated Dental Services Coordinator with over 5 years of experience in managing dental office operations and ensuring a seamless patient experience. Proven track record in coordinating patient scheduling, maintaining dental records, and overseeing billing processes. Adept at utilizing dental practice management software to enhance workflow efficiency and improve patient engagement. Strong interpersonal skills with the ability to build rapport with patients and staff alike.

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### WORK EXPERIENCE

#### Dental Services Coordinator **Bright Smiles Dental Clinic**

*Jan 2023 - Present*

- Coordinated patient appointments and managed scheduling conflicts effectively.
- Maintained accurate patient records using Dentrix software, improving data retrieval time by 30%.
- Oversaw the billing process ensuring timely submission of claims for reimbursements.
- Implemented a patient follow-up system that increased appointment retention rates by 15%.
- Trained and mentored new staff members, enhancing team productivity.
- Managed inventory of dental supplies, reducing costs by negotiating better vendor contracts.

#### Front Desk Receptionist **Healthy Teeth Family Dentistry**

*Jan 2020 - Dec 2022*

- Greeted and checked-in patients, ensuring a welcoming atmosphere.
  - Assisted in verifying patient insurance eligibility, reducing billing discrepancies by 20%.
  - Handled phone inquiries and appointment scheduling efficiently, increasing patient engagement.
  - Collaborated with dental hygienists to prepare treatment rooms and materials.
  - Maintained cleanliness and organization of the waiting area to enhance patient comfort.
  - Participated in community outreach events to promote dental health awareness.
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### EDUCATION

#### Associate Degree in Dental Hygiene, **Community College of Dental Health, 2016**

*Sep 2019 - Oct 2020*

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### ADDITIONAL INFORMATION

- **Technical Skills:** Patient Coordination, Dental Software Management, Billing & Insurance, Team Training, Customer Service, Health Compliance
- **Awards/Activities:** Recognized for outstanding patient service by the clinic management.
- **Awards/Activities:** Increased patient scheduling efficiency by developing a new appointment system.
- **Awards/Activities:** Achieved a 95% patient satisfaction rate in annual surveys.
- **Languages:** English, Spanish, French