



# MICHAEL ANDERSON

## DENTAL SERVICES COORDINATOR

### CONTACT

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-  San Francisco, CA

### SKILLS

- Patient Management
- Office Administration
- Claims Processing
- Staff Training
- Workflow Optimization
- Customer Engagement

### LANGUAGES

- English
- Spanish
- French

### EDUCATION

**BACHELOR OF SCIENCE IN HEALTH ADMINISTRATION, UNIVERSITY OF HEALTH SCIENCES, 2012**

### ACHIEVEMENTS

- Successfully increased patient retention rates by implementing follow-up systems.
- Awarded Employee of the Month for exceptional service and dedication.
- Recognized for outstanding contributions to streamlining office operations.

### PROFILE

Results-driven Dental Services Coordinator with over 8 years of experience in the dental industry, specializing in patient management and office administration. My background includes extensive knowledge of dental procedures, insurance protocols, and patient care standards. I excel in creating efficient workflows that enhance the patient experience and optimize office operations.

### EXPERIENCE

#### DENTAL SERVICES COORDINATOR

##### Sunrise Dental Group

*2016 - Present*

- Managed daily operations of the dental office, streamlining processes to reduce patient wait times by 25%.
- Developed and maintained relationships with insurance providers to facilitate smoother claims processing.
- Implemented a new electronic health record system that improved patient data accuracy.
- Conducted regular staff training sessions to enhance service delivery and compliance.
- Oversaw inventory management, achieving a 20% reduction in supply costs through efficient ordering.
- Analyzed patient feedback to develop service improvement strategies, leading to a 30% increase in satisfaction scores.

#### DENTAL OFFICE ADMINISTRATOR

##### Caring Hands Dental

*2014 - 2016*

- Coordinated patient flow through the office, ensuring a timely and efficient experience.
- Managed appointment scheduling and cancellations, maintaining a full schedule of patients.
- Processed insurance claims and handled patient billing inquiries, reducing outstanding balances by 40%.
- Maintained compliance with all health and safety regulations in the office.
- Assisted in marketing efforts to attract new patients, resulting in a 15% increase in new patient registrations.
- Conducted monthly team meetings to discuss performance metrics and areas for improvement.