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EXPERTISE SKILLS

- Patient Care
- Office Management
- Dental Software
- Communication Skills
- Team Collaboration
- Community Outreach

LANGUAGES

- English
- Spanish
- French

CERTIFICATION

- Diploma in Medical Office Administration, City College, 2017

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

DENTAL SERVICES COORDINATOR

Innovative and detail-oriented Dental Services Coordinator with a strong foundation in dental practices and patient care. With over 4 years of experience, I have developed a comprehensive understanding of dental operations, including appointment scheduling, patient communication, and practice management software. I am passionate about enhancing the patient experience by ensuring that every interaction is positive and informative.

PROFESSIONAL EXPERIENCE

Gentle Care Dental

Mar 2018 - Present

Dental Services Coordinator

- Facilitated patient scheduling and managed day-to-day operations of the clinic.
- Utilized Open Dental software to maintain accurate and up-to-date patient records.
- Developed patient information packets that improved new patient onboarding experiences.
- Collaborated with dentists and hygienists to optimize workflow efficiency during procedures.
- Monitored patient feedback through surveys and implemented changes based on results.
- Coordinated community outreach programs to promote preventive dental care.

Family Dental Care

Dec 2015 - Jan 2018

Dental Receptionist

- Managed front desk operations, including greeting patients and answering phones.
- Handled insurance verification and billing inquiries, improving collection rates.
- Scheduled patient appointments and maintained an organized calendar for providers.
- Assisted in managing the office's social media presence to attract new patients.
- Maintained cleanliness and organization of the reception area for enhanced patient comfort.
- Participated in staff training initiatives to improve patient care standards.

ACHIEVEMENTS

- Improved patient satisfaction ratings by implementing a feedback system.
- Recognized for outstanding service through patient commendations.
- Successfully organized a dental health fair that increased community engagement.