



# MICHAEL ANDERSON

## Dental Services Coordinator

Dynamic and organized Dental Services Coordinator with over 5 years of experience in dental practice management and patient services. I excel in creating a positive patient experience through effective communication and high-quality service delivery. My background includes expertise in appointment scheduling, insurance processing, and maintaining accurate patient records. I am dedicated to fostering a supportive and efficient office environment that prioritizes patient care and satisfaction.

### CONTACT

- (555) 234-5678
- michael.anderson@email.com
- San Francisco, CA

### EDUCATION

#### Associate Degree in Health Services Management

Local College  
2016

### SKILLS

- Office Management
- Patient Care
- Communication
- Scheduling
- Team Training
- Community Outreach

### LANGUAGES

- English
- Spanish
- French

### WORK EXPERIENCE

#### Dental Services Coordinator

2020-2023

Care Dental Associates

- Managed office operations, including patient scheduling and front desk activities.
- Improved patient check-in efficiency by implementing new software solutions.
- Maintained accurate patient records and handled billing inquiries, enhancing accuracy.
- Trained new staff in office procedures and customer service skills.
- Coordinated community health initiatives promoting preventive care.
- Analyzed patient feedback to develop service improvement plans.

#### Dental Assistant

2019-2020

Family Care Dentistry

- Assisted with patient procedures and maintained a sterile environment.
- Prepared treatment rooms and managed inventory of dental supplies.
- Educated patients on post-treatment care and preventive measures.
- Participated in staff training programs to improve service quality.
- Managed appointment schedules to ensure optimal patient flow.
- Collaborated with the dental team to enhance treatment protocols.

### ACHIEVEMENTS

- Increased patient satisfaction scores by implementing a new feedback process.
- Recognized for exceptional teamwork and service excellence within the dental team.
- Successfully organized dental health education events that increased community engagement.