

# MICHAEL ANDERSON

Dental Services Coordinator

- San Francisco, CA
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Enthusiastic and detail-oriented Dental Services Coordinator with over 9 years of experience in dental office management and patient care. My extensive knowledge of dental procedures and office administration enables me to deliver exceptional service to patients and support dental teams. I am proficient in utilizing various dental management systems to maintain accurate patient records, manage appointments, and process billing.

## WORK EXPERIENCE

### Dental Services Coordinator | Smiles Ahead Dental

Jan 2022 – Present

- Oversaw the daily operations of the dental office, ensuring smooth patient flow.
- Implemented a new electronic scheduling system that improved appointment adherence by 20%.
- Managed patient records and billing processes, reducing claim rejections by 30%.
- Provided training for staff on patient interaction best practices, enhancing service quality.
- Coordinated community outreach efforts to promote oral health education.
- Analyzed operational metrics to identify areas for improvement, leading to a 15% increase in overall efficiency.

### Dental Receptionist | Bright Horizons Dental

Jul 2019 – Dec 2021

- Managed front desk operations, including greeting and checking in patients.
- Handled insurance verification and billing inquiries, improving patient understanding.
- Scheduled appointments and maintained an organized calendar for providers.
- Assisted in developing patient education materials on oral health.
- Maintained cleanliness and organization of the reception area.
- Participated in team meetings to discuss performance and improvement strategies.

## SKILLS

Office Management

Patient Relations

Scheduling

Team Training

Community Outreach

Billing & Insurance

## EDUCATION

### Bachelor of Science in Health Administration

2011

State University

## ACHIEVEMENTS

- Achieved a 30% increase in patient satisfaction ratings through service enhancements.
- Recognized for outstanding contributions to patient care and office efficiency.
- Successfully organized community dental health fairs to promote awareness.

## LANGUAGES

English

Spanish

French