

Melissa Anderson

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A Chiropractic Assistant with four years of experience specializing in patient-centered care, case management, chiropractic services, and clinical operations. A strong history of educating patients on treatment plans to improve quality of life and drive positive outcomes.

Education

**Associate of Science (A.S.)
Chiropractic Technologies**
Seattle Central College,
Seattle, WA
September 2016 - September 2018

Key Skills

- Chiropractic Services
- Case Management
- Administration
- ♦ Patient Rehabilitation
- ♦ EHR Software

Certifications

- Certified Chiropractic Clinical Assistant (CCCA), 2018

Professional Experience

Chiropractic Assistant
North Central Chiropractic, Seattle, WA | May 2019 - Present

- Oversee administrative functions for the office, coordinate patient appointments, and adjust scheduling and calendars to maximize efficiency for clinical operations
- Identify opportunities to improve scheduling and patient flow, resulting in a 15-minute reduction in average wait times and a 92% patient satisfaction rating
- ♦ Support trained medical professionals in providing therapeutic treatment to 12-16 patients per day, including spinal adjustments, heat therapy, and rehab exercises

Chiropractic Assistant
Seattle Chiropractic, Seattle, WA | September 2018 - May 2019

- Provided support to a team of licensed chiropractors to enhance clinical operations and deliver quality rehabilitation services to patients across diverse backgrounds
- ♦ Served as the point of contact for patient communications, including appointment scheduling, billing, insurance claims, and payment plans