

SAMEER KHAJURIA

MEDICAL PRACTICE MANAGER - Team Management, Operations, & Patient-Centered Care

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SKILLS

- **Electronic Medical Records (EMR):** Manage medical records in PS Suite, Penelope, EMHware protocols.
- **Data Analysis & Reporting:** Analyze Excel, SQL, Power BI for dashboards, queries, performance tracking.
- **Clinical Systems & Tools:** Operate EMR portals, intake software, and healthcare workflow applications.
- **Billing & Operations:** Process claims with Symphony, Square, maintaining accurate financial compliance.

WORK EXPERIENCE

Administrator **January 2025 – Present**
Camino Wellbeing and Mental Health *Kitchener, ON*

- Collaborated scheduling across 400+ appointments monthly while ensuring accurate cancellation management, streamlined booking workflows, maintained high operational efficiency across mental health service operations.
- Processed billing for 200+ clients each quarter, reconciling accounts, carefully managing payment transactions, verifying records, addressing discrepancies, which refined revenue accuracy, influenced compliance requirements.
- Facilitated 500+ staff and clients, guiding conflict resolution, routing requests, improving communication flow.

Medical Office Administrator **September 2022 – December 2024**
Two Rivers Family Health Team *Cambridge, ON*

- Scheduled and coordinated 600+ medical appointments monthly, handling booking adjustments and cancellations, optimizing clinic capacity usage while maintaining patient access across all healthcare services guided.
- Directed billing processes for 1000+ cases per quarter, reconciling insurance records, processing patient transactions, ensuring timely reporting, which increased financial accuracy and influenced revenue cycle performance.
- Facilitated 14 physicians with referrals, EMR training, and workflows that refined efficiency and reduced waits.

Lending Specialist **September 2021 – July 2022**
Fairstone Financial *Waterloo, ON*

- Achieved 130% of sales targets by managing branch operations, driving client acquisition, processing loan applications, and expanding customer portfolio while ensuring compliance with lending standards and regulations.
- Implemented financial consultations to 400+ clients, assessing credit profiles, delivering tailored repayment solutions, guiding loan selections, which enhanced client trust, retention, and branch revenue growth with consistency.
- Trained 5 staff on compliance, managed deposits, and marketed products to boost sales and expand reach.

Office Manager **May 2018 – August 2021**
Dental Aesthetics Multispeciality Dental Clinic *India*

- Managed daily clinic operations for 1000+ patient visits, optimized appointment scheduling, resource allocation, inventory, patient flow to maximize operational efficiency, improve patient satisfaction through careful oversight.
- Directed billing workflows, budgeting, marketing initiatives, website promotions, achieving cost savings, boosting service visibility, and enhancing financial performance through accurate resource management and planning.
- Coordinated 12 health camps, educated 1500+ people, trained staff, and boosted entire clinic team impact.

PROJECT

My Meds Application – Care RX Pharmacy Client **April 2023**
Project Leader, Canada

- Directed 6 teammates to build My Meds app, boosting adherence accuracy by 42% through alerts and schedules.
- Built healthcare system with integrated modules, reducing missed doses by 38% and improving patient access.

EDUCATION

PG Diploma in Healthcare Administration and Management **March 2021 – August 2022**
Conestoga College, Kitchener, ON

Masters in Dental Surgery **June 2015 – May 2018**
Pandit Bhagwat Dayal Sharma University of Health Sciences, India

Bachelors in Dental Surgery **August 2009 – February 2015**
Pandit Bhagwat Dayal Sharma University of Health Sciences, India

CERTIFICATIONS & ACCOMPLISHMENTS

- **First Aid and CPR Level C Certification, Workplace Health and Safety Training**
- **Workplace Health and Safety Training, Fundamentals of Digital Marketing Certification**
- **Project Management, Conflict Resolution, Leadership Foundation, Teams Management**
- **Publication:** Research on antimicrobial irrigants, *J Adv Med Dent Sci Res*.
- **Publication:** Study on apical periodontitis, *HECS Int J Com Health Med Res*.
- **Book:** *Lasers in Pediatric Dentistry, Crown Lengthening*, LAP LAMBERT Publishing.