

## Clinical excellence, outstanding customer service, a great patient experience.

Dr. Ann Marie Gorczyca is a Clinical Adjunct Professor of Orthodontics at the Arthur A. Dugoni School of Dentistry, University of the Pacific, where she speaks on clinical and practice management topics including marketing, teamwork, treatment coordination, customer service, management systems and human resource management and clinical orthodontics. She is author of the books *It All Starts with Marketing*, *Beyond the Morning Huddle* and *At Your Service: 5-Star Customer Care for an Outstanding Dental Practice*.

In teaching and clinical practice for over 27 years, Dr. Gorczyca is formerly a faculty member at UCSF School of Dentistry and has received teaching awards from UCSF and University of the Pacific Dental Schools. She is a Diplomate of the American Board of Orthodontics, a member of the Angle Society of Orthodontics, and a member of the Society of Human Resource Management (SHRM).

A graduate of Wellesley College, Harvard School of Dental Medicine, and Harvard School of Public Health, Dr. Gorczyca completed her advanced orthodontic residency and received a Master of Science degree in Oral Biology from Northwestern University. She also has a Master's Degree in Public Health in Health Management and Policy.

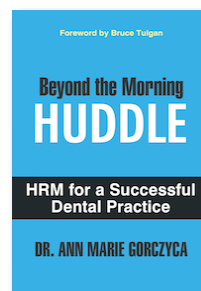
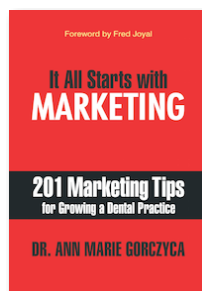
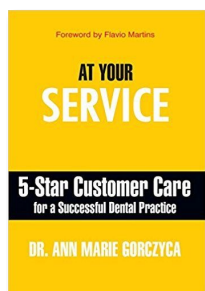


### PROFESSIONAL AFFILIATIONS

- American Board of Orthodontics
- Edward H. Angle Society of Orthodontists
- Advanced Education in Orthodontics (Roth Program in Functional Occlusion and TMD)
- American Association of Orthodontists
- Seattle Study Club
- Pacific Coast Society of Orthodontists
- California Association of Orthodontists
- American Dental Association
- California Dental Association
- Contra Costa Dental Society
- National Board Testing Construction Committee for the American Dental Association
- American Association of Dental Office Managers

### PAST PRESENTATIONS

- American Association of Orthodontists Annual Sessions (2011, 2012, 2014-2018)
- ORTHO 2 Users Group Meeting (2015-2018)
- Great Lakes Society of Orthodontists (2017)
- Midwest Society of Orthodontists (2017)
- Northeast Society of Orthodontists (2016)
- Pacific Coast Society of Orthodontists (2016)
- Southwest Society of Orthodontists (2017)
- All Star Dental Academy - Podcasts (2014)
- Howard Speaks - DentalTown Podcast (2015, 2016)
- Sesame Communications - Webinars (2014)
- The Best Practices Podcast (2017)
- The Delivering WOW Podcast (2017)
- The Passionate Dentist Show - Podcast (2014, 2016)



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