Jaila Rollins

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Education

Ross Medical Education Center, Huber Heights, OH – Dental Assistant Training (1 year)

Dayton, OH – High School Diploma

Professional Experience

Cibolo Pediatric Dentistry And Orthodontics - Cibolo, Tx

Patient coordinator | December 2025 - Present

-Managed patient scheduling, confirmations, and follow-ups to maintain efficient daily workflows.

- Verified dental insurance eligibility, benefits, and pre-authorizations.

- Presented treatment plans and coordinated financial arrangements with patients.

-Provided exceptional customer service, addressing patient questions and concerns.

- Maintained accurate patient records using dental practice management software.

-Collaborated with dentists and clinical staff to ensure smooth patient experiences.

Cleveland Dental Institute – Dayton, OH

Dental Assistant | January 2024 – August 2025

- Maintained HIPAA compliance by handling sensitive client information confidentially.

- Scheduled appointments, managed calendars, and

provided front-desk support.

- Assisted chairside during dental procedures and ensured proper sterilization and infection control.

- Utilized Dentrix software for scheduling and patient records.

- Resolved patient concerns with professionalism and empathy.

The Grove – Centerline, MI
Lead Budtender | April 2021– January 2024

- Managed sales processes to achieve revenue goals while ensuring customer satisfaction.

- Trained and onboarded new team members, maintaining high service standards.

- Processed incoming orders and monitored inventory to ensure timely replenishment.

- Entered patient data accurately while maintaining confidentiality.

- Maintained a clean, organized, and welcoming store environment.

Victoria's Secret – Beavercreek, OH
Sales Associate | May 2017 – September 2021

- Delivered excellent customer service with strong product knowledge.

- Resolved customer issues quickly and effectively.

- Consistently met or exceeded sales and productivity goals.

Skills

- Dentrix scheduling software

- HIPAA compliance & patient confidentiality

- Infection control & sterilization procedures

- Customer service & conflict resolution

- Team leadership & training

- Point-of-Sale (POS) system operations