



# JACQUELYN RODRIGUEZ

## Profile

I am a highly organized and detail-oriented professional with strong experience in scheduling, customer service, and operational management. I thrive in fast-paced environments, where I efficiently handle multiple tasks, maintain high-quality standards, and ensure smooth operations. With excellent communication skills. I excel at managing patient and customer interactions, addressing concerns, and providing support to both team members and clients. I dedicate time and attention to all assigned task and complete in a timely manner. I am a proactive team player who excels in delegating tasks, improving processes, and maintaining a clean, efficient work environment.

## EXPERIENCE

### Smile Brands Collections and Billing

June 2025 - Present

- Tracing partially paid and denied insurance claims
- Direct contact with various insurance companies
- Submitting appeal narratives
- Adjusting patient accounts based off EOB's

### ALAMO CITY SMILES HYGIENE COORDINATOR

October 2022- June 2025

- Patient Relations & Follow-up
- Phone Etiquette & Communication
- Insurance Verification
- Insurance claims and denials
- Data Entry & Record Keeping

### H E B Front-end Lead

July 2018- October 2022

- Task Management & Delegation
- Conflict Resolution
- Team Leadership & Support
- Workplace Cleanliness & Organization
- Making team shift schedule
- Running daily front end operations

## Contact info

 830-377-4164

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 9826 Ardash Lane, San Antonio  
Texas 78250

## EDUCATION

### TIVY HIGH SCHOOL

HIGH SCHOOL DIPLOMA

2014-2017

### DENTAL ASSISTANT TRAINING SCHOOL

RDA CERTIFICATION

2021 License not currently active

## SKILLS

- Communication (Verbal & Written)
- Leadership/Assistant
- Customer Service
- Data entry
- Dependability
- Self-Motivation
- Scheduling
- Attention to Detail