

# Faylan Charles

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## Healthcare Professional

Universal City, TX 78148

[726.582.7708](tel:726.582.7708)

[faylanmc@icloud.com](mailto:faylanmc@icloud.com)

Highly motivated professional with expertise in patient care, clinical support, front office operations, and back office procedures. Strong attention to detail with proven ability to manage administrative tasks, assist with patient care, and support efficient healthcare operations. Dedicated to providing compassionate, high-quality service and ensuring a positive experience.

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## Skills

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Experience in;

- Communication
- Multitasking
- Inventory
- Front Desk
- Inbound and outbound calls
- Schedule management
- MS Office and Google Workspace
- Life and Health Insurance
- BLS/CPR and First Aid

Clinical Specific experience in;

- Sterilization
- Stocking and replenishing
- Fabricating temporary dental crowns and bridges
- Fabricating occlusal guards and bleaching trays
- Cord packing
- PVS/alginate impressions
- iTero
- Chairside assistance
- 4-handed dentistry
- Dentrux software

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## Experience

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### **Schertz Family Dental / Full-Time Licensed Dental Assistant**

JULY 2025- PRESENT, SCHERTZ

- General assistant experienced in chairside with restorative, endodontics, and oral surgery treatments.
- Inbound/outgoing calls
- Confirming Appointments
- Scheduling Patients
- Treatment planning
- Dentrix Software
- iTero Scanner
- Nomad and wall mount X-ray training
- Coronal polishing experience (not licensed)
- Sealant experience (not licensed)

### **Murdoch's Ranch and Home Supply / Part-Time Cashier**

JUNE 2024- AUGUST 2024, SCHERTZ

- Helped customers complete purchases, locate items, and join reward programs to promote loyalty, satisfaction, and sales numbers.
- Collecting payments, cash/debit
- Educated customers on promotions to enhance sales.
- Replenished sales floor merchandise and organized shelves for optimal appearance.
- Checked identification for proof-of-age and refused firearm and ammo sales to underage customers.
- Inbound/outgoing calls
- Assisted customers by answering questions and fulfilling requests.

### **Globe Life Insurance / Life Insurance Agent**

APRIL 2024- AUGUST 2024, SAN ANTONIO

- Build a clientele and meet with them regularly
- Schedule appointments
- Meet company goals for sales
- Life and Health Insurance License (active)
- Insurance sales
- Door-to-door sales
- Take payments

### **G. W. Farrimond, DDS / Hygiene Assistant**

JULY 2023- APRIL 2024, SCHERTZ

- General assistant experienced in chairside with restorative, endodontics, oral surgery, perio therapy, and laser treatments.
- Inbound/outgoing calls
- Confirming Appointments
- Scheduling Patients
- Treatment planning
- Eaglesoft
- CEREC PrimeScan Scanner

- Nomad and wall mount X-ray training
- Coronal polishing experience (not licensed)
- Sealant experience (not licensed)

### **Jefferson Dental and Orthodontics / Lead Dental Assistant**

AUGUST 2021- JUNE 2023, SAN ANTONIO

- General assistant experienced in chairside with restorative, endodontics, oral surgery, perio therapy, and laser treatments.
- Inbound/outgoing calls
- Confirming Appointments
- Scheduling Patients
- Treatment planning
- Collecting payments, cash/debit
- Dentrax
- Inventory and ordering from Staples, Patterson, Dentsply, Colgate, Sonicare, and OraPharma
- iTero
- Impressions and temporary crowns and bridges
- Trained and hired new assistants

### **Walgreens / Cashier**

OCTOBER 2019- MARCH 2021, SCHERTZ

- Helped customers complete purchases, locate items, and join reward programs to promote loyalty, satisfaction, and sales numbers.
- Collecting payments, cash/debit
- Educated customers on promotions to enhance sales.
- Replenished sales floor merchandise and organized shelves, racks, and bins for optimal appearance.
- Checked identification for proof-of-age and refused alcohol and tobacco sales to underage customers.
- Assisted customers by answering questions and fulfilling requests.

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## **Education**

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### **Northeast Lakeview College / Dental Hygiene & Biology**

AUGUST 2020-MAY 2025, SAN ANTONIO - BIOLOGY ASSOCIATES COMPLETED.

### **UT Health Science Center / Dental Assistant**

AUGUST 2022, SAN ANTONIO

### **Texas Lutheran University / Science Major**

AUGUST 2017- DECEMBER 2018, SEGUIN

**Samuel Clemens High School / GED**  
AUGUST 2013 - JUNE 2017, SCHERTZ

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