

Specialties

- ♦ Strong Organizational Skills
- ♦ Familiar with Microsoft Office Suite
- ♦ Proficient with clerical duties e.g., data entry, record keeping, and placing supply orders
- ♦ Exceptional Customer Service Skills
- ♦ Experience with children and managerial responsibilities

Education

Strayer University – Manassas, Virginia
Associate of Arts Business Administration, 2011

Strayer University – Manassas, Virginia
Bachelor of Arts Business Administration - Major in Management, 2013 (current student)

High School Diploma

Experience

Animal Hospital 2013-current (2014) – Client Care Specialist, Veterinary Assistant, Practice Manager Assistant

- ♦ Job details similar to A Cat Clinic, previous employer, but with significantly more responsibility and details
- ♦ Acquired clients and established rapport for life long relationships
- ♦ Maintained a well-organized and clean office environment
- ♦ Maintained patient files, obtained records, data entry
- ♦ Ordered products, maintained inventory
- ♦ As part of a team, maintained an average of 10% increase in revenue
- ♦ Analyzed client and patient needs to sell product and medications
- ♦ Assisted in medical appointments and during treatment procedures

A Cat Clinic, 2004-2006, 2007-2008 - Veterinary Assistant/Surgical Assistant

- ♦ Handled interpersonal communications with clients e.g., (Setting up appointments, handling customer complaints, answering customer inquiries etc...)
- ♦ Filed necessary paperwork in medical charts and computer filing system
- ♦ Assisted in surgery and medical appointments
- ♦ Provided pre-op and post-op care of patients

Sheetz, Inc., 2006-2007 - Shift Supervisor

- ♦ Managerial responsibilities including order intake, communication with other locations, and responsibility of tracking cash, credit, and check transactions
- ♦ Managed a staff of several employees and delegated duties
- ♦ Handled customer relations

D & D Daycare, 2003-2005 –Teacher’s Assistant/Aide

- ♦ Assisted Group Leader/Teacher with handling children
- ♦ Lead assignments and group time
- ♦ Supervised play and inter-child play and guided them towards the appropriate behavior
- ♦ Enables children to thrive in a structured, group environment

Summary

- ♦ Microsoft Office Suite (Word, Excel, PowerPoint, Access, etc...)
- ♦ Background in Customer Service, office clerical work, and Management
- ♦ Experience with children
- ♦ Experience with delegation and organizing groups
- ♦ Consistently recognized for extremely high level of customer service
- ♦ Considerable amount of experience in the Veterinary field

References

Tracy Stocker: Longtime friend and former colleague, 503.960.3086

Erin Miller: Friend and former co-worker, 703.517.0027

Michelle Harris: Longtime friend, 304.820.3415

Jonna Healey: Longtime friend and former colleague, 240.380.6973

Marie Kessell: Longtime friend, 304.703.2319