

## RECEPTIONIST AND VETERINARY TECHNICIAN

### Summary

Dedicated and focused Office Administrator who excels at prioritizing, completing multiple tasks simultaneously and following through to achieve project goals. Seeking a role of increased responsibility and authority. Receptionist who answers a high volume of incoming calls while handling in-person inquiries from clients and colleagues. Flexible and hardworking with the drive to succeed.

### Highlights

- Microsoft Office proficiency
- Excel spreadsheets
- Meticulous attention to detail
- Self-directed
- Time management
- Professional and mature
- Strong problem solver
- Resourceful
- Dedicated team player
- Strong interpersonal skills
- Understands grammar
- Proofreading
- QuickBooks expert
- AR/AP
- Medical terminology
- Mail management
- Self-starter
- Motivated
- Dependable
- Power Point proficiency
- Outlook proficiency
- Internet research
- Dedicated with a reputation for consistently going beyond what is required

### Experience

#### Receptionist and Veterinary Technician

June 2007 to September 2014 Company Name - City , State

- Scheduled surgeries and routine appointments
- Drew blood samples
- Developed X-rays
- Managed inventory and documentation
- Ordered medical supplies and animal food
- Administered vaccines, medication and performed lab tests
- Assisted in surgeries and euthanasias.

#### Administrative Specialist and Personal Assistant

May 2013 to December 2013 Company Name - City , State

- General administrative responsibilities included coordination of calendars (scheduled and coordinated arrangements for meetings, anticipated conflicts and needs), processed expense reports, and regular communications for cross-functional departments.
- Provided systems support, establishing appropriate documentation and tracking of business processes include budget reports, and updating church members on New Songs custom computer program, CCB
- Demonstrated excellent knowledge of skills with specific and commonly used office software (e.g., MS Office, Excel, and Power Point), expert knowledge of New Song Community Church's specific processes (e.g.,CCB.), and kept current on all training and upgrades.
- Created mail distribution process and maintained on a daily basis
- Used appropriate discretion in the management of information and managed confidential New Song Community Church's information in a professional manner.

- Balanced tasks, activities, and productively set priorities of projects in conjunction with pastor's needs.
- Understood the strategic business objectives of Assimilation within the church including managers and staff to execute appropriate administrative tasks to accomplish business objectives productively.
- Created and maintained spreadsheets to accurately track expenditures by project.

#### Administrative Executive and Accountant

February 2013 to December 2013 Company Name - City , State

- Provided excellent customer service to clients.
- Provided assistance to staff by performing general office work such as filing, scanning, printing and invoice processing.
- Prepared invoices, billed clients, and initiated payment plans if necessary.
- Provided constant telephone, in-person, and e-mail contact with customers.
- Responsible for managing the office (answered phones, filed, prepared monthly financial reports and financial analysis, etc.).
- Presented quotes to customers for communication services
- Accountable for cash transactions, and balance incoming revenue on a daily basis.
- Managed accounts receivable and accounts payable by the use of Quicken Books.

#### Fitness Executive and Corporate Sales Representative

November 2011 to December 2012 Company Name - City , State

- Engage members and prospective members in product sales and promotions.
- Schedule preventative maintenance and vendor management
- Maintain corporate partnerships and drive lifetime membership sales.
- Responsible for daily currency handling.
- Ability to perform CPR and use an AED.
- Greet and assist all members and staff in any needs or issues that arose within the club on a daily basis.

#### Education

Associates Degree : Business Management , 2007 Harford Community College - City , State , United States

Emphasis in Business Management and Biology

Emergency Medical Technician-Basic, Emergency Vehicle Operator, CPR/AED Certified : Fire Science , 2005 Maryland Fire and Rescue Institute - City , State , United States

Diploma : 2004 North Harford High School - City , State , United States

Graduated with honors

Presidential Academic Achievement Award

Student government representative

Interests

Chiari and Syringomyelia Foundation:

As a sufferer and member of Chiari and Syringomyelia Foundation it is an organization I hold very dear to my heart. I have promoted, fund-raised and organized charity walks. I have gotten corporate sponsors and donors as well as organized doctors and speakers to present and educate on the subject.

Bel Air Volunteer Fire Company:

As a member of Bel Air Volunteer Fire Company, I was trained to provide emergency medical care, maintain composure in stressful and high intensity situations. I also was taught defense yet safe driving of an ambulance as well as filing proper state documentation. I also served as support to other fire stations and community functions.

Habitat for Humanity:

As an active participant in Habitat for Humanity, I helped rehabilitate, restore and build housing for the less fortunate in my local community. I learned a sense of community, hard work, dedication and appreciation. March of Dimes :

As a participant and volunteer of March of Dimes, I have fund raised hundreds of dollars for babies and children with Diabetes. I have also walked numerous miles in their honor. I have worked registration tables and water booths.

Skills

AR/AP, administrative, billing systems, business processes, CPR, excellent customer service, filing, financial, insurance, inventory, Excel, MS Office, Outlook, Power Point, Microsoft Word, Internet research, policies, processes, protocols, Quick Books,