**LaKeshia Seabrands**

**keyshaa09@gmail.com 480.845.2790**

A highly motivated professional with a diversified portfolio of experience and expertise.

 Ability to learn and understand job-related policies and procedures.

 Excellent organization, verbal, and written skills.

 Highly motivated with a positive and cooperative attitude.

 Function effectively in high stress situations.

**Professional Experience**

**Banfield Pet Hospital Phoenix, AZ and Chicago, IL June 2009-August 2013**

*Practice Manager, Client Service Coordinator*

 Manager of Veterinary Hospital, responsible for Doctors, Nurses, CSC's, pets, and clients.

 Responsible for providing inspirational leadership through communication, marketing drives and team meetings. Focusing on our three pillars and Excced.

 Responsible for planning and budgeting hospitals financial and operational metrics.

 Order hospitals weekly supplies and records hospitals inventory every quarter

 Responsible for the client experience at the hospital and has delivered consistent growth in Client retention and Wellness Plans

 Accountable for selecting, training and supervising all para staff

 Responsible for approving payroll, time off, and developed weekly effective schedules for all staff

 Held positions of receptionist and Veterinary technician in hospital for over 3 years. Capable of all duties including but not limited to; blood draw, setting iv catheters, performing and running lab work, monitoring surgeries.

**Incentive International Mesa, AZ February 2009-June 2009**

*Customer Service Lead*

 Offical Contact representative for company’s BBB and Attorney General’s complaints.

 Responded to over 150 emails/calls daily and managed various phone calls from customers, brokers, and resellers.

 Obatined lead in Customer Service Email Department within 3 months.

 Established and taught new processes on excel and word for the company’s data entry.

**LifeLock Tempe, Arizona**

**August 2006-June 2008**

*Lead Member Operations Document Specialist*

 Single handed the document department from 20,000 clients to 75,000

 Responsible for training agents for the Operations and document department after we exceeded 100,000 clients.

 Broadened my computer skills (excel/word/adobe/outlook/CRM), filing, sorting, and deciphering documentation as well as problem solving.

 Worked with the security ISO certification 27001.

 Familiar with Credit Bureaus and their processes.

 Stepped into call center to take escalated operation calls and overflow sale and service calls.

 As a stand in Receptionist I was able to continue and stretch my skill in communication. I was able to schedule/confirm meetings and conference calls

**The Weiss Household Scottsdale, AZ**

**November 2003 – July 2006**

*Live-in nanny*

 Created a safe nurturing environment for triplets and an older siblings

 Planned and organized their day including school, extra curriculum activities as well as play dates.

 Oversaw the children’s housework, such as cleaning, laundry, cooking meals, and taught them how to take on this responsibility.

 Organized fun and stimulating activities as well as homework help.

**Seattle’s Best coffee Seattle, WA**

**Summer 2002- November 2003**

*Cart Lead and in store cafe Barista*

 Cart Lead for Exhibition center/Football Stadium within 3 months, also worked in 2 of the cafes

 Maintained an accurate inventory count, and ordered supplies needed.

 Ensured counters and customer areas are neat, clean and presentable.

 Built instant rapport and ensured every customer was met with exceptional client service and a great cup of coffee ☺

**References and Recommendation Letters**

Available on Request