

Caitlin Steffen  
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**Work Experience:**

San Francisco SPCA- *Rooming Assistant*

*January 2016-Present  
San Francisco, CA*

- Obtain a weight and temperature on all incoming patients
- Room patients in a timely manner and alert the doctor to the assigned exam room
- Clean all 6 exam rooms with Accel and restock with supplies as needed throughout the day
- Assist in pharmacy filling prescriptions and treatment room holding animals for procedures
- Operate in Infinity assigning patients to rooms and updating weight and temps in medical records

Nob Hill Cat Clinic- *Receptionist*

*October 2015-December 2015  
San Francisco, CA*

- Checked patients in for appointments, screening with intake questions; charged patients out with care instructions
- Addressed prescription refill requests, filled prescriptions with doctor approval and called prescriptions into compounding pharmacies
- Processed, prepped and filed medical charts with up to date history sheets, lab work and medical records
- Scheduled appointments through AviMark keeping doctors up to date on upcoming appointments
- Cleaned and restocked exam rooms before rooming patients, maintaining a steady flow in lobby
- Followed up with critical cases and documented notes in the chart for the doctor to review

Pawsitive Tails- *School For Dog Walkers Manager; Dog Walker; Dog trainer*

*July 2012-July 2015  
San Francisco, CA*

- Taught a three-week webinar dog walker certification course
- Promoted and advertised dog walking school
- Managed class sizes ranging from 8-15 students
- Updated and edited course materials: powerpoints, videos, webinar recordings and PDFs
- Led a maximum of 6 dogs on one-hour, off-leash walks at Fort Funston twice a day
- Implemented positive reinforcement, reward-based training
- Maintained professional, service-oriented demeanor around clients
- Taught a basic obedience class for newly adopted dogs and a reactive dog class for 4 weeks
- Offered client consultations and either day training or management plans for private dog training clients
- Customized and applied behavior modification plans and handed over the training skills to owners

**Certifications:**

Dog Training Internship Academy Certified Training and Behavior Consultant, 2015 (CTBC)

Susan Friedman's LLA for Veterinary and Animal Professionals, 2014

DogTec Dog Walking Academy, 2012 (CDW)

**Education:**

- University of San Francisco
- B.A. in Theology and Religious Studies, *Cum Laude*
- Graduated: May 2012

**Awards/Honors:**

Member of Theta Alpha Kappa, Theology and Religious Studies honor society

**Skills:**

Highly proficient in Microsoft Word, Excel and PowerPoint

Proficient in Avimark and Infinity

**References:**

Gee Hahn: dtaiainstructor@gmail.com; (510) 409-1161

Jess Leonard: dtiasf@gmail.com; (916) 662-0004

Lisa Gunter: dogspeaksf@gmail.com