
EMILY SUI



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949-697-5396

SUMMARY

Organized and dedicated assistant with a proven track record of providing exceptional customer/ administrative service in fast-paced environments. Bringing strong written and verbal communication skills, quick adaptivity to new software and programs, proficiency in record keeping, excellent interpersonal skills, and a self-motivated work ethic with the ability to perform effectively independently and in a team environment.

SKILLS

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|--------------------------------|-------------------------------------|--------------------------|
| • Customer service | • Bilingual in Mandarin and English | • Social media knowledge |
| • 80 WPM typing speed | • Bookkeeping/ Data entry/ Filing | • Administrative support |
| • Multi-line phone proficiency | • Scheduling | • Spreadsheet management |
| • Microsoft Office | | |

WORK HISTORY

Veterinary Assistant, Lawndale PH, Lawndale, CA — 12/2019-Present

- Provided exemplary customer service to clients by answering animal health questions and educating about positive animal care practices.
- Conducted preliminary patient workups including gathering patient history information, recording description of symptoms from owner, and documenting presenting condition.
- Assisted veterinarian in surgical and dental procedures and monitored/ documented animal health in post-operative care unit for anesthesia recovery, vital signs and activity levels.
- Evaluated incoming patients to determine treatment needs and urgency of care.

Veterinary Assistant, Quail AH, Irvine, CA — 4/2018-11/2019

- Same as above

Veterinary Receptionist, VCA Santa Margarita AH RSM, CA — 6/2016-4/2018

- Communicated effectively with staff, patients and insurance companies by email and telephone.
- Trained new employees and shouldered management responsibilities during absence of manager.
- Contributed to client retention by consistently providing outstanding customer service to both clients and pets
- Spoke to customers regarding additional services as well as organized racks/ shelves to maintain hospital visual appeal and engage/ inform customers of promotions to enhance sales
- Processed new patients and updated client records with key information such as client's phone number and patient's breed using Cornerstone

Veterinary Assistant, Irvine Great Park AH, Irvine, CA — 9/2015-6/2016

- Same as above

Administrative Assistant, HS2 Academy, Irvine, CA — 5/2015-5/2016

- Greeted incoming visitors and customers professionally and provided friendly, knowledgeable assistance.
- Scheduled office meetings and client appointments for team of 7 professional counselors and manager as well as alerted staff to arrivals of scheduled appointments.
- Operated multi-line telephone system to independently handle over 30 calls each day from clients, vendors, and various other callers seeking information
- Routed incoming mail and messages to relevant personnel without delay.
- Helped with planning, advertising, and hosting of marketing events.
- Answered inquiries and resolved customer issues and alerting management personnel for problem resolution if needed.

Junior Specialist, UCIrvine, Irvine, CA — 6/2014-5/2015

- Managed office inventory by restocking supplies and placing purchase orders to maintain adequate stock levels.
- Matched purchase orders with invoices and recorded necessary information.
- Prepared relevant SRM documents in conformance with Safety Management System (SMS) order.
- Liaised with vendors, contractors and professional services personnel to properly process orders in alignment with needs and specifications of management.
- Kept work areas clean, organized and safe to promote efficiency and team safety.

Volunteer, J.F. Shea Therapeutic Riding Center, SJC, CA — 8/2013-3/2014

- Encouraged donations by sharing my story for the Drive to Ride fundraising event bringing in over \$50.
- Supported engaging, fun and smooth-running annual BBQ and Gala event by helping with the solicitation and securing of sponsorships and ticket sales and securing of auction items before the event as well as volunteer at the event.
- Created unique and engaging content for range of social media platforms including FaceBook and Instagram.

EDUCATION

Bachelor's of Arts: Psychology and Social Behavior — March 2014, UCIrvine, Irvine, CA

- Graduated Cum Laude
- Member of Psychology Student Association, Psi Chi, and Phi Sigma Pi
- Minored in Education

Associate's Degree: Psychology — May 2012, Irvine Valley College, Irvine, CA

- Dean's List Spring 2011, Fall 2012, Spring 2012
- Member of Honor's Program and Psi Beta

CERTIFICATIONS

Adult, Child, and Baby First Aid/ CPR/ AED Certified October 2019