Tracey Buentello

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Profile

Highly talented individual with information technology background, strong desire to grow technical skills, and the ability to learn new technologies swiftly. Completed the Google IT Support Professional Certificate that covers troubleshooting, customer service, networking, operating systems, system administration, and security with hands on labs. Advanced Web Development Certificate with coding experience in HTML, CSS, and JavaScript. Great communication skills with exceptional attention to details and critical thinking skills, and proficiency in Microsoft 365. Proven commitment to provide exceptional customer service and ability to provide strong expertise in performing front desk operations in the most timely, professional, and courteous way.

PROFESSIONAL EXPERIENCES

CSR
Creekside Pet Care Center | Oct. 2022 – Current
Greet clients, answer phone calls, schedule appointments, and confirm appointments. Able to work in multiple environments such as emergency hospital, general, daycare, boarding and grooming.

Emergency Veterinary Technician
Animal Emergency Hospital of North Texas | Jul. 2021 – Current
Administering medications prescribed by a veterinarian and monitoring patients hourly. Taking and processing x-rays, and well as submitting them to specialist. Running and maintain laboratory equipment. Prepare animals and equipment for surgical procedures.

Receptionist/Veterinary Technician
Island Animal Clinic | Aug. 2020 – Jul. 2021
Greet clients, answer phone calls, schedule appointments, and run errands while maintaining professional composure through interactions with customers or potential clients as well as veterinary technician duties.

Receptionist
Wilkinson Veterinary Technician | Jun. 2018 – Jul. 2021
Greet clients, answer phone calls, schedule appointments, and run errands while maintaining professional composure through interactions with customers or potential clients as well as veterinary technician duties.

Call Center Customer Service Agent- Hybrid Remote
The Results Company | Jan. 2017 – Dec. 2017
Answering and resolving client's insurance questions/concerns in a call center/help desk environment. Assist with username/passwords concerns, submit tickets, and help with navigating website and finding forms.

Lab Technician/Veterinary Technician
Alamosa Animal Hospital | Sept. 2012 – May 2015
Administering medications prescribed by a veterinarian and monitoring patients hourly. Taking and processing x-rays, and well as submitting them to specialist. Running and maintain laboratory equipment. Prepare animals and equipment for surgical procedures.

EDUCATION

Kaplan University
Bachelor's Degree in Information Technology

Kaplan University
Associates Degree in Medical Assisting

CERTIFICATES

SheCodes
Advanced Web Development

Google IT Support Professional

IT Helpdesk Professional

SKILLS

HTML / CSS / JavaScript
Visual Studio Code
CodeSandbox
Hosting
Github
Netlify
APIs
Networking / Security knowledge
Troubleshooting knowledge
Microsoft Office 365
Windows 10 / Windows 8
Excellent Customer service
Strong problem solving and analytical skills
Strong attention to detail
Exceptional organizational skills
Self-motivated
Excellent time management
Excellent computer skills typing 56 WPM
Slack knowledge
Willingness to acquire required certificates within first year of employment
Critical and creative thinking
Decision making
Communication skills
Multitasking
Collaboration and teamwork
Able to handle head receptionist responsibilities
Office management
Research and analysis
Ability to record, compile, enter and retrieve information by hand or using a computer
Manage and input weekly client testing and colony lab errors using Excel
Input clinical records data in computer
Route messages and documents such as laboratory results to appropriate staff or clients

ACHIEVEMENTS

Kaplan University Dean's List	2009, 2001, 2015, 2016
Achieving Covance Excellence (Ace Award)	Jan. 2012
Achieving Covance Excellence (Ace Award)	Jun. 2012
Achieving Covance Excellence (Ace Award)	Aug. 2012