

Nicole Witkowski

West Seneca, NY 14224

nikkirovnak36@gmail.com

+1 716 364 7113

Willing to relocate to: Buffalo, NY

Authorized to work in the US for any employer

Work Experience

Radiology Scheduling Coordinator

Catholic Health

July 2024 to Present

- Scheduled and coordinated radiology appointments for patients, ensuring efficient use of resources and timely delivery of services
- Managed a high volume of incoming calls from patients, physicians, and other healthcare professionals to schedule appointments and answer inquiries
- Trained new staff members on proper procedures for scheduling radiology appointments using electronic systems
- Assisted in the development and implementation of new scheduling protocols and guidelines to improve departmental efficiency
- Performed data entry tasks accurately and efficiently to update patient records, demographics, and insurance information
- Collaborated with radiologists and technologists to ensure proper preparation instructions were provided to patients prior to their exams

Pet Sitter and Dog Walker

Leashes and Lounges

December 2015 to Present

- Walked and exercised dogs of various breeds and sizes, ensuring their physical well-being and mental stimulation
- Maintained a consistent schedule for dog walking appointments, providing reliable service to clients
- Ensured the safety of dogs by adhering to leash laws, traffic regulations, and using appropriate equipment such as harnesses or collars
- Provided additional services such as feeding, watering, or administering medications for pets in the owner's absence

Veterinary Assistant

Ten Lives Club-Buffalo, NY

January 2023 to February 2024

- Assisted veterinarians in performing medical procedures, including administering medications, taking X-rays, and conducting laboratory tests
- Provided compassionate care to animals by monitoring their health and behavior, ensuring their comfort and well-being
- Prepared examination rooms and surgical areas by sterilizing equipment, organizing supplies, and maintaining cleanliness
- Maintained inventory of medical supplies and placed orders when necessary to ensure availability for veterinary procedures

- Closely monitored anesthesia during surgeries while ensuring appropriate levels are maintained throughout the procedure
- Provided post-operative care instructions to pet owners including wound care, medication administration, and follow-up appointments
- Demonstrated strong organizational skills by maintaining accurate patient records, updating information as necessary

Shift Supervisor

Camp Bow Wow-West Seneca, NY

March 2022 to May 2023

- Supervised and managed front desk operations, ensuring smooth check-in and check-out processes for guests
- Conducted regular audits of guest accounts to identify billing discrepancies or errors
- Ensured compliance with all safety protocols and emergency procedures at the front desk area

Customer Service Representative

Northtown Automotive-Williamsville, NY

March 2021 to March 2022

Dog Groomer

Pet Supplies Plus

July 2020 to July 2021

- Provided professional grooming services to a diverse range of dog breeds, ensuring each pet received personalized care and attention
- Maintained cleanliness and organization in the grooming area, adhering to strict sanitation protocols for the health of both pets and staff members
- Demonstrated excellent time management skills by completing multiple groomings within scheduled timeframes without compromising quality
- Implemented safety protocols to prevent accidents or injuries during grooming procedures
- Utilized excellent communication skills to educate pet owners on proper coat maintenance, hygiene practices, and overall pet care

Student Loan Specialist

Firstsource Advantage LLC

July 2019 to July 2020

911 Emergency Dispatcher

AMR-Buffalo, NY

July 2018 to June 2019

- Dispatched emergency medical services to various locations in a timely and efficient manner
- Utilized computer-aided dispatch (CAD) system to track and monitor EMS units
- Provided pre-arrival medical instructions to callers when necessary, assisting in stabilizing patients before EMS arrival
- Performed data entry tasks accurately and efficiently to update incident reports and maintain up-to-date records of all activities

Senior Manager

PetSmart

July 2017 to September 2018

Team Manager

Tim Hortons

July 2015 to July 2017

Team Member/Cashier

Tim Hortons

June 2014 to July 2015

Education

Associate's degree in General Studies

Erie Community College

Skills

- Team Management
- Animal restraint
- Pet Care
- Fundraising (6 years)
- Customer Service
- Animal Handling
- QuickBooks
- Customer relationship management
- Animal care (10+ years)
- Dog Handling
- Cash handling
- Veterinary critical care experience
- Leadership
- Cash Handling
- Time Management
- Front desk
- Google Docs
- Medical terminology
- Marketing
- Kennel Experience
- Front Desk
- Veterinary experience
- Pet Grooming
- Babysitting
- POS
- Management
- Trello
- Pet Sitting

- Call Center
- Animal handling
- Data Entry
- Recruiting
- Cashiering
- Dog Training
- Animal Restraint
- Animal care
- Animal Care
- Veterinary technician experience
- Title Processing
- Barista experience
- Veterinary Assistant
- Customer service
- Laundry
- Negotiation
- Dispatch
- Team management
- EMR systems
- Sales
- Employment & labor law
- Office management
- Social media management

Certifications and Licenses

Dog groomer

October 2020 to Present

Paragon

CPR Certification

February 2019 to Present

ServSafe

April 2015 to Present

Driver's License

AED Certification

Lifeguard Training

Groups

Spay/ Neuter Coordinator

July 2022 to Present

I schedule, reschedule and coordinate all of the spay and neuter appointments for nickel city canine rescue

Leadership

January 2022 to Present

Leadership mentor for nickel city canine rescue

Volunteer Fundraiser/Event Coordinator

November 2020 to Present

Volunteer and Foster with nickel city canine rescue

President

September 2019 to Present

President of fellowship Wesleyan's car show for a cause.

Board member

August 2018 to August 2020

Board member of be their voice rescue

Vice President

November 2016 to August 2018

Vice President of Be their voice rescue

Additional Information

Volunteer firefighter/Ems: July 2018-July 2020