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Professional Experience

Independent Contractor — Brand Development

June 2002 - Current

- Exceptionally versed in both Apple and PC platforms.
- Proficiency in Adobe Photoshop, Adobe Illustrator, and Adobe Lightroom.
- Provide high quality logo design for multiple industries, with a strong focus of canine and equine industries.
- High quality digital photography, including studio and product photography.
- Professional editing of photography with Adobe Lightroom, including advanced Adobe Photoshop skills.
- Marketing materials, including but not limited to, business cards, pamphlets, flyers, websites, mailers, signage, banners and social media materials.

Northside Animal Hospital – Patient Care Coordinator, Inventory

July 2021 – Current

Patient Care

- Providing a thorough patient check in for surgeries and procedures.
- In patient care and treatments. Including vaccines, fluid administration, nail trims, ear cleaning, anal glands, basic wound clip and clean, and removal of catheters in preparation of discharge.
- Completion of in hospital/surgery patient invoices, including proper drug logging of controlled substances.
- Patient discharging, including medication filling and proper review of all discharges with clients.
- Completion of daily patient calls and prescription refill requests.

Client Care & Inventory

- Intermediate/Advanced knowledge of Cornerstone, including customized reporting.
- Client services, including scheduling of appointments and proper billing.
- Oversight of front desk to ensure efficiency of daily operations and client satisfaction.
- Provide appropriate updates and content for website, social media, and AllyDVM.
- Receiving of hospital inventory and completion of all purchase orders.
- Ordering of all Prescription Diets and Administrative duties with VetSource online ordering.
- Performing cycle and end of year counts with extreme accuracy.

Southern N.H. Veterinary Referral Hospital – Front Office Manager

September 2020 – July 2021

Administration

- Handling of department scheduling, including accurate updating of Google Calendars.
- Providing department training, including the redesign/updating of training manuals.
- Completion of monthly financial, client, and patient reports.
- Reconciliation of monthly bills, laboratory work, and services.
- Adjustment of time clock corrections for all hospital staff and doctors.
- Assisting in Human Resources and ensuring proper uploading of documents to secure online servers.
- Ensuring and managing a correct cash drawer on a daily basis and handling all bank deposits as needed.

Client Care & Additional Responsibilities

- Intermediate/Advanced knowledge of Avimark and Rapport, including customized Rapport messaging.
- Completion of daily CSR tasks including lab requisition, patient/appointment call backs, confirming correct patient charts for future appointments, completion and proper filing of e-mails, and correct client billing.
- Arrangement and scheduling of appointments for all specialty departments.

- Power to handle multiple phone lines professionally and swiftly with a cheerful demeanor. Professionally and calmly handling conflict resolution with clients.
- Assisting technicians and doctors with proper restraining for dogs of all sizes, and cats.
- Providing high quality designs for thoughtful social media posts on Facebook.

Westhampton Beach Animal Hospital — Practice Manager

June 2017 – September 2020

Hospital Administration

- Employee managerial tasks including bi-weekly payroll, weekly staff attendance reports and scheduling.
- Development of handbooks including employee handbook, training manuals and human resource guidelines.
- Bi-weekly inventory and ordering of hospital supplies for primary office and satellite office.
- Organizing and leading monthly staff meetings, including staff training topics and OSHA.
- Organization and participation with industry representatives and staff for regular educational seminars.

Reputation & Brand

- Full brand redesign consisting of digital media and hospital environment.
- Designing marketing materials as needed based on monthly marketing reports.
- Representing the hospital at local fairs and events, including designing of all materials raffle organization.
- Online reputation and Google ratings increased from 2.2 star to 4.9 star in a 36-month period.

Client Care & Additional Hospital Responsibilities

- Advanced knowledge of DVMax, VetStreet, iMatrix and DemandForce software.
- Completion of daily reception tasks including billing, recalls, communications across e-mail, websites, and DemandForce, appointment confirmations, lab work call backs and end of day reporting.
- Scheduling of appointments and reservations including wellness, surgeries, and non-anesthetized procedures.
- Professional pet grooming specializing in breed standard trims, and sedated grooming for fractious pets.

Private Estate — Stable Manager

September 2007 - June 2017

- Oversight of daily care and estate maintenance.
- Provide daily cleaning, disinfecting, and organization to ensure immaculate surroundings.
- Administering of daily medications for equines and felines, and intramuscular injections as needed.
- Management of veterinary, farrier, and exercise needs of all horses.
- Routine assessment of equines health and body scores. Adjusting feed types and/or amounts as needed based on equines exercise and competition routine.
- Ability to manage emergency situations, including emergency medical needs.
- Maintaining and assisting exercise programs of all horses, including under saddle, long lining, and lunge lining.
- Scheduling, training, and management of part time staff.

Certifications & Accolades

PetTech CPR and First Aid – Smithtown, New York 2015
 Cindy’s Canine Companions Grooming School Graduate – Rehrersburg, Pennsylvania 2015
 Southern States Feed Educational Course, Feeding the Insulin Resistant Horse 2013-2016
 Dan’s Papers “*Best Of The Best*” Silver Award winner for North Fork, Long Island Top Dog Groomer
 Multiple “*Best In Show*” awards for Pet and/or Equine Photography
 Recognition from the United States Equestrian Federation as a Featured Photographer
 Owner and exhibitor of American Kennel Club top winning English Toy Spaniels

Professional and personal references available upon request.