

PERSONAL

- Name**
Amy Aspeling
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INTERESTS

- Volunteer at Animal Rescue of Crosby County

AMY ASPELING

Highly experienced and committed veterinary receptionist with over 10 years of experience in a busy veterinary hospital. Managing the reception area, greet clients, coordinating exam rooms, and scheduling vaccines and general animal healthcare appointments. Supporting 9 practicing veterinarians, a team of veterinary technicians, and veterinary assistants with patient records and arranging referrals and call-outs. Verifying patient admission check in and discharge sheets. Reassuring pet owners and ensuring patients are comfortable. I am currently completing a veterinary assistant program to improve my knowledge, benefit my employer and offer a better service.

WORK EXPERIENCE

- Jan 2013 - Present **Veterinary Receptionist**
Crosby Veterinary Clinic, Crosby
 - Providing prompt and friendly customer service to all clinic visitors
 - Checking patients in and discharging patients
 - Handling incoming and outgoing email and text messages
 - Processing invoices and payments for retail sales
 - Updating patient records, files, and charts
 - Scheduling patient appointments for routine and inpatient treatment
 - Data entry on billing and CRM systems, including invoices and payments
 - Prescription retrieval and forwarding to vets for repeat issue
 - Sharing info on heartworm, parasite, and flea prevention with clients
 - Advising pet owners on vaccinations and schedules for different animals
 - Answering phone calls and taking messages for vets and staff
 - Ensuring the reception area and exam rooms are tidy and kept sanitized
 - Assisting vets with paperwork and preparing files for the following day
 - Receiving, checking and distributing office supply deliveries

SKILLS

- Communication skills ★★★★★
- Time management ★★★★★
- Organizational skills ★★★★★
- Computer skills ★★★★★
- Follow-through ★★★★★

EDUCATION AND QUALIFICATIONS

- 2012 - 2012 **High School Diploma**
Texas High School, Texarkana

REFERENCES

- Crosby Veterinary Clinic **Albie Ross**
(281) 100 0000
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