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Carlene Daniels

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Professional Summary

Accomplished Veterinary Office Manager who applies knowledge of veterinary science with a profound love of animals to ensure optimal care. Especially skilled at overseeing office operations and assessing animal care needs. Adept at dealing with pet owners in a compassionate professional manner.

Core Qualifications

- Strong ability to assess animal needs and arrange for proper care
- Especially adept at prioritizing patient needs and handling necessary paperwork
- Familiar with MS Office applications to further organize office operations
- Ability to coordinate care efforts with local animal care facilities as needed
- Solid ability to adeptly handle multiple tasks
- Strong verbal and written communications abilities

Experience

Veterinary Office Manager Riverfront Animal Clinic

9/1/2006 - 6/1/2010
New Parkland, CA

- Managed cases and coordinated care efforts with veterinarians on staff.
- Recorded patient stats.
- Handled office billing processes.
- Maintained schedule of all appointments and handled walk-in visits.
- Provided follow-up care instructions to pet owners.
- Responded to patient questions in a professional manner.
- Assisted veterinarians in exam rooms with managing animals.

Veterinary Office Manager New Parkland Animal Care Center

9/1/2010 - Present
New Parkland, CA

- Answered office phone calls and responded to emails
- Communicated with pet owners and pet care professionals
- Developed staff protocols for office management
- Hired training and mentored office staff
- Maintained communications with nearby animal hospitals
- Provided assistance with pet adoptions when necessary
- Tracked payment information and prepared monthly Education of outstanding balances
- Maintained office records including patient assessments and invoicing
- Arranged external consultations for additional animal care as necessary
- Transferred to records from paper files to electronic database.

Education

Bachelor of Science - Veterinary Science University of California

2006
New Parkland, CA

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