

Brian Bristol

Thornton, CO 80241

shelbyblue93fafyf_kjk@indeedemail.com

+1 720 999 8716

Professional Summary

I am a great team player and a quick learner. I have a lot of experience in the Veterinary field as a CSR/Admin Assistant and would like to expand outward into a new company or field.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Dispatcher/Customer Service

Precision Plumbing and Heating Systems, Inc.-Louisville, CO

February 2025 to June 2025

- Set up appointments with customers
- Call membership customers to remind them of current membership status and services.
- Quality check callbacks
- Answer and promote services to new and current customers.
- Utilized CRM software to efficiently manage and track leads, resulting in a XX% increase in conversion rate
- Developed effective cold calling scripts and strategies to engage potential clients and generate interest in products/services
- Implemented a follow-up system to nurture leads and maintain regular contact, resulting in an XX% increase in appointment show rates
- Collaborated with sales team to gather feedback on lead quality and adjust targeting strategies accordingly for improved appointment setting success
- Researched target industries and companies to identify qualified prospects for appointment setting campaigns
- Maintained accurate records of all interactions with prospects, ensuring timely follow-ups and personalized communication
- Provided detailed product knowledge during initial conversations with prospects, effectively addressing objections and positioning the value proposition
- Managed calendars efficiently by scheduling appointments based on availability of both prospect and sales representative
- Monitored industry trends and competitor activities to identify new opportunities for appointment setting outreach efforts
- Participated in ongoing training sessions to enhance phone etiquette, objection handling techniques, and closing skills for increased appointment conversion rates
- Collaborated with marketing team to develop targeted messaging campaigns that generated high-quality leads for the sales pipeline
- Assisted in the development of email templates that were used as part of automated nurturing campaigns aimed at converting leads into appointments
- Conducted market research on potential clients' pain points, needs, and preferences prior to making initial contact

- Consistently achieved a call-to-appointment conversion rate above company average by employing effective persuasion techniques
- Identified cross-selling opportunities during conversations with prospects which resulted in additional appointments being scheduled
- Demonstrated exceptional time management skills by efficiently scheduling appointments and maximizing daily productivity
- Provided regular feedback to the sales team regarding prospect objections, allowing for continuous improvement of appointment setting strategies
- Collaborated with sales representatives to ensure smooth handoff of qualified leads and provide necessary background information prior to appointments
- Implemented a lead scoring system based on prospect engagement levels, resulting in prioritization of high-value leads for appointment setting efforts
- Managed and maintained executive calendars, scheduling appointments, meetings, and travel arrangements
- Coordinated and dispatched a fleet of XX vehicles to ensure timely delivery of goods and services
- Managed daily schedules, assigning drivers to specific routes based on customer demands and driver availability
- Monitored GPS tracking systems to track the location of vehicles in real-time and make necessary adjustments to optimize efficiency
- Maintained constant communication with drivers via radio or phone to provide updates on traffic conditions, route changes, or customer requests
- Responded promptly to customer inquiries, resolving issues or concerns related to deliveries or pick-ups
- Collaborated with warehouse staff to ensure accurate loading and unloading of goods onto trucks for efficient transportation
- Utilized computer software systems to input data regarding orders, deliveries, and driver logs for record-keeping purposes
- Implemented safety protocols and procedures for drivers, ensuring compliance with local traffic laws and company regulations
- Coordinated emergency response efforts in case of accidents or breakdowns by contacting appropriate authorities or arranging alternative transportation solutions
- Optimized routing strategies by analyzing traffic patterns, road closures, weather conditions, and other factors that may impact delivery times
- Tracked fuel consumption for each vehicle in the fleet and implemented measures to reduce fuel costs through efficient route planning
- Conducted regular performance evaluations of drivers based on key metrics such as on-time delivery rates, customer satisfaction scores, and adherence to company policies
- Developed strong relationships with customers by providing exceptional service experiences during interactions over the phone or email
- Assisted in training new dispatchers on standard operating procedures (SOPs) for effective coordination of logistics operations
- Collaborated with maintenance team members to schedule routine vehicle inspections and repairs as needed

Customer Service Representative/Administrative Assistant

West Denver Veterinary Hospital & Wellness-Wheat Ridge, CO

October 2023 to January 2025

- Take and make appointment calls for pet parents and for emergency appointments.
- Handling office ad-hoc duties such as answering phones, organising files, drafting letters and scheduling meetings
- Maintaining databases and tracking important deadlines
- Ensure the clients are comfortable in a clean reception area.
- Perform all designated call back and reminder calls per doctor's request.
- Count and keep charge of money handling and end-of-day count.
- Greet client in reception, and check them in, client form/waiver

- Ensured clients have all Rx and questions answered before checking them out; go over invoice and double check Rx medication
- Basic client education—explaining the importance of preventative care, vaccines and surgical necessities, able to appropriately give estimates over the phone for routine procedures
- Prepared and edited correspondence, reports, presentations, and other documents as required
- Maintained confidential files and records with utmost discretion
- Screened incoming calls and emails; handled inquiries or directed them to the appropriate person for response
- Created efficient filing systems to facilitate easy retrieval of information when needed
- Handled sensitive information securely according to company policies
- Served as a point of contact between executives/department heads/clients/vendors/staff members
- Proofread documents thoroughly before distribution to ensure accuracy in grammar/spelling/formatting
- Maintained an organized electronic filing system for quick access to important documents/information
- Greeted and welcomed visitors, providing a positive first impression of the company
- Managed a high volume of incoming calls, efficiently routing them to the appropriate departments
- Scheduled appointments and maintained calendars for multiple executives, ensuring optimal time management
- Maintained an organized front desk area, including managing visitor sign-in process and distributing badges
- Responded to inquiries from clients and employees in a timely manner, providing accurate information or directing them to the appropriate resources
- Handled sensitive documents with confidentiality and discretion, maintaining strict adherence to privacy policies
- Assisted with administrative tasks such as filing documents, photocopying materials, and preparing correspondence
- Managed office supplies inventory by monitoring stock levels and placing orders when necessary
- Resolved customer complaints or issues promptly and professionally to maintain customer satisfaction
- Created detailed reports on daily activities such as visitor traffic, phone call volume, and appointment scheduling metrics
- Trained new receptionists on office procedures and protocols to ensure consistent service delivery across shifts

Front Desk Receptionist/ Admin Assistant/ Bookkeeper

Caring Hands Veterinary Hospital-Thornton, CO

February 2022 to September 2023

- Responsible for managing phones and Veterinarian's appointments/schedules. Was to room clients and work extensively to ensure customers services were met, as well as communicated clearly with staff of any changes. Managed phones as far as reaching out and assisting clients and worked with other businesses in regards to information transfers and documentation. Was responsible for counting stock and assisting with order placement and receiving. Worked well to maintain a good staff relationship, consistently ensuring good teamwork and communication.
- Managed incoming calls, directing them to the appropriate department or staff member for prompt resolution
- Greeted and checked in guests, ensuring a positive first impression and providing exceptional customer service
- Scheduled appointments and maintained calendars for multiple staff members, optimizing time management
- Assisted with guest inquiries, resolving issues promptly and efficiently to ensure guest satisfaction
- Maintained an organized front desk area, including managing visitor logbooks and issuing visitor badges
- Responded to email inquiries in a professional manner within established timelines
- Collaborated with other departments such as concierge services or maintenance to address guest needs effectively

- Provided administrative support by preparing documents, organizing files, and handling correspondence
- Trained new front desk personnel on standard operating procedures and customer service protocols
- Implemented a new online check-in system resulting in XX% reduction in wait times at the front desk

Dog Bather/Receptionist

Ashcroft Pet Resort-Fort Collins, CO

August 2020 to October 2021

● Was responsible for upkeep Grooming standards and keeping close attention to detail as we collectively worked as a team. Maintaining equipment and products in a healthy manner and environment to ensure best health and care for our pets and clients. Maintained client expectations and ensured the best quality baths possible in attempts to learn the trade and become a Dog Groomer.

- Ensured the safety and comfort of dogs during the bathing process
- Provided professional bathing services to dogs of various breeds and sizes
- Handled difficult or anxious dogs with patience and care, ensuring a positive experience for both the dog and owner
- Efficiently bathed multiple dogs per day while maintaining high standards of cleanliness and hygiene
- Utilized appropriate shampoos, conditioners, and grooming tools based on individual dog needs
- Followed specific grooming instructions provided by pet owners to meet their preferences
- Assisted in nail trimming, ear cleaning, teeth brushing, and other basic grooming tasks as required
- Maintained accurate records of each dog's grooming history including allergies, sensitivities, and special requests
- Collaborated with groomers to ensure smooth workflow between bathing and styling processes
- Kept work area clean and organized at all times to maintain a safe environment for both staff members and animals
- Communicated effectively with pet owners regarding any concerns or observations during the bathing process
- Managed inventory of grooming supplies such as shampoos, brushes, towels, etc., ensuring an adequate stock is maintained at all times
- Implemented time management strategies to efficiently complete baths within designated timeframes without compromising quality or safety standards
- Adhered to strict health protocols when handling different dogs to prevent cross-contamination or spread of diseases
- Attended regular training sessions on new techniques in dog bathing industry
- Collaborated with veterinarians or vet technicians when dealing with sensitive skin conditions or medical issues that require special attention during the bathing process
- Developed strong relationships with repeat customers by providing exceptional service tailored specifically to their pets' needs
- Suggested additional services such as flea treatments or de-shedding treatments based on individual dog requirements
- Maintained a calm demeanor even in stressful situations, ensuring a positive and relaxing environment for dogs
- Implemented safety measures to prevent accidents or injuries during the bathing process
- Assisted in the grooming salon as needed, supporting groomers with tasks such as brushing or blow-drying

Receptionist/Office Assistant

Community Pet Hospital-Thornton, CO

April 2019 to August 2020

- Managed and organized office supplies, ensuring efficient inventory levels and timely reordering
- Scheduled and coordinated meetings, appointments, and travel arrangements for executives
- Maintained electronic and physical filing systems to ensure easy retrieval of documents

- Assisted in the preparation of reports, presentations, and correspondence by gathering data and formatting information
- Handled incoming calls, took messages, and directed inquiries to appropriate staff members
- Managed email correspondence by responding to inquiries promptly and forwarding important messages to relevant parties
- Coordinated office events such as team-building activities or celebrations to foster a positive work environment
- Performed general administrative tasks including photocopying, scanning documents, mailing letters/packages, etc
- Collaborated with other departments to facilitate smooth communication flow within the organization

Retail Sales Assistant Manager

Denver Zoo-Denver, CO

August 2018 to February 2019

- Worked during the Zoo Lights event as well as the National Western Stock show, upselling and advertising merchandise, as well as helped set up display and shop locations.
- Assisted in the management of a high-volume retail store, consistently meeting and exceeding sales targets
- Trained and supervised a team of XX sales associates, providing ongoing coaching and support to drive performance
- Implemented effective visual merchandising strategies to optimize product presentation and enhance customer experience
- Developed and maintained strong relationships with customers, ensuring repeat business and fostering brand loyalty
- Conducted regular inventory audits to monitor stock levels, identify discrepancies, and implement corrective actions
- Utilized point-of-sale systems to process transactions accurately and efficiently while delivering exceptional customer service
- Collaborated with the store manager to create staff schedules, balancing workload requirements with employee availability
- Assisted customers in selecting products based on their needs, offering detailed product knowledge and recommendations
- Resolved customer complaints or concerns promptly and effectively, ensuring high levels of satisfaction
- Analyzed sales data to identify trends, opportunities for improvement, and areas of potential growth
- Contributed ideas for marketing campaigns aimed at driving foot traffic into the store and increasing sales revenue
- Coordinated promotional events within the store premises to attract new customers and generate excitement around products or services offered
- Managed inventory replenishment processes to ensure adequate stock levels while minimizing excess inventory costs
- Supported recruitment efforts by conducting interviews for potential sales associates
- Monitored employee performance through regular evaluations, providing constructive feedback for professional development
- Collaborated with cross-functional teams such as marketing, operations, and finance departments to achieve overall business objectives
- Implemented training programs focused on enhancing product knowledge among staff members

Lift Operator

FirstSource-Apex, NC

May 2016 to September 2017

- Responsible for Loading, unloading, and moving materials within or near plant, delivery truck, yard, or work site by performing the essential duties and responsibilities including reading work order, following oral instructions to ascertain materials to be moved. Loads and unloads materials onto or from pallets and shelves by hand or forklift to include materials onto vehicles and installs strapping, bracing, or padding

to prevent shifting or damage in transit. Conveys materials from storage or work sites to designated areas. Secures lifting attachments to materials and conveys load to destination or signals crane or hoisting operators to move load to destination. Attaches identifying tags or labels to materials. Stacks or assembles materials into bundles and bands bundles together. Clamps sections of portable conveyor together or places conveyor sections on blocks or boxes to facilitate movement of materials or products. Lifts heavy objects by hand, forklift or power hoist, and responsible for cleaning work areas, machines, and equipment to assist machine operators. Operates industrial truck or electric hoist to assist in loading or moving materials and products.

Logistics Team Member

OfficeMax/OfficeDepot-Aurora, CO

October 2015 to May 2016

● Responsible for unloading trucks and stocking inventory. Cleaned the work area and kept an organized work space. Dealt with customers, making sure that their intent on coming into the store was fulfilled to the stores and my personal best ability. Learned item names and locations throughout the store to better help customers.

Team Lead/Crew Member

McDonald's-Aurora, CO

September 2013 to October 2015

● Responsible for providing the finest quality food to customers to achieve 100% customer satisfaction. Responsible for performing preparation and cooking a wide variety of food, while using and maintaining a broad range of equipment and tools. Produces customer orders at a consistently high standard of service while understanding that quality control is vital. Ensures high quality services to the customer by being professional friendly and efficient in offering a pleasant experience. Promotes team work within crews to ensure the team responsibility for a good customer service is met at the highest level. It is important that a Counter Crew must possess good customer service skills. Ensures that customers are provided with a quick and accurate service showing sensitivity to their individual needs, both from behind the service counter as well as in the dining areas. Works consistently to maintain high standards of cleanliness. Assists management and supervisors in the supervision and training of personnel to achieve the high standards of Quality, Service and

Cleanliness. Responsible for the ordering of supplies from the Distribution Center, increasing sales, as well as the weekly Crew Schedule

- Implemented effective communication strategies to foster collaboration and improve team productivity
- Monitored team performance and provided regular feedback to drive continuous improvement
- Successfully managed multiple projects simultaneously, ensuring timely delivery within budget constraints
- Collaborated with cross-functional teams to identify process improvements and implement best practices
- Resolved conflicts within the team by facilitating open dialogue and promoting a positive work environment
- Created performance metrics and tracked key indicators to evaluate individual and team performance
- Implemented a reward system to recognize top performers, boosting morale and motivation levels
- Served as a liaison between upper management and the team, effectively communicating goals, objectives, and expectations
- Identified skill gaps within the team and coordinated training sessions to enhance overall capabilities
- Managed resource allocation efficiently to optimize productivity while minimizing costs
- Led regular meetings with the team to discuss progress updates, address challenges, and provide guidance on project priorities
- Developed strong relationships with clients through effective communication and exceptional customer service skills
- Provided mentorship opportunities for junior members of the team in order to develop their skills

Education

Diploma in GED

Rangeview High School-Aurora

Skills

- Sales
- Quality Control (2 years)
- Front Desk (7 years)
- Retail (4 years)
- Inventory (4 years)
- Microsoft Word
- Data Entry
- Windows
- Logistics
- Typing
- Veterinary Technician Experience
- Time management
- Animal Restraint
- Process Improvement
- Retail Sales
- Load & Unload
- Upselling
- Pet Grooming
- Phone etiquette
- Analysis skills
- Client services
- Customer Service (6 years)
- Microsoft Outlook
- Pet Care
- Computer Skills
- POS
- Animal Care
- Dog Handling
- Google Docs (4 years)
- Microsoft Office
- Organizational skills
- Administrator Assistant
- Customer service

- Microsoft Excel
- Excel
- Forklift Operator (2 years)
- English
- Dispatching
- Cash Handling
- Animal Handling
- Kennel Experience
- Bookkeeping

Certifications and Licenses

Driver's License