

Brittney Kemper

Pratice Manager- Wellhaven

Northglenn, CO 80233

brittneykemper7_9u7@indeedemail.com

720-404-4428

Willing to relocate: Anywhere

Work Experience

Practice Manager

WellHaven Pet Health

August 2019 to Present

Answering phones
Scheduling appointments
Assisting clients
Client complaints
Inventory
Scheduling
Team management

CSR - Customer Service Representative

Northside Pet Hospital - Westminster, CO

March 2019 to August 2019

Intake pets
Triage
Check clients in and out
Discharge pets
Cleaning
Maintaining records
Answering phones

- Assisted customers with a warm and professional attitude
- Assisted customers with questions
- Kept records of customer complaints
- Handled emails, inbound calls, and outbound calls
- Booked appointments
- Managed customer accounts
- Operated the cash drawer

RECEPTION MANAGER

EASTLAKE VET

October 2015 to February 2018

Responsible for scheduling appointments

- Client services
- 7 years of experience with Impromed Infinity

- Made employee schedules weekly
- Managed all reception employees
- Handled customer records
- Responsible for daily money intake
- Kept phone contact with clients
- Screening and Training of new employees
- Handled customer complaints
- Conducted monthly staff meetings for the reception staff

KENNEL TECHNICIAN

OVERLAND ANIMAL HOSPITAL
December 2012 to October 2013

Cared for animals during medical boarding and holiday boarding

- Administered medications
- Made employee schedules weekly
- Cleaned and organized boarding facilities
- Handled customer records
- Kept phone contact with clients

RECEPTION MANAGER

August 2009 to June 2012

THE COMFY K9

- Performed guided tours of the facility
- Answered incoming calls
- Made reservations and appointments
- Responsible for client services
- Made employee schedules weekly
- Managed up to 15 employees
- Handled customer records
- Accounted daily money intake
- Trained in every department of The Comfy K9
- Phone contact with clients
- Helped train new employees
- Supervised play areas
- Cleaned boarding areas

Education

certification

FRONT RANGE COMMUNITY COLLEGE
June 2004 to 2015

Skills

- team player (Less than 1 year)
- Receptionist

- Data Entry
- Filing
- Scheduling
- Billing
- Leadership Experience
- Veterinary Experience
- Management Experience
- Supervising Experience
- Customer Service
- Customer Service Skills
- Microsoft Word
- Clerical
- Microsoft
- Human Resources
- Marketing
- Microsoft Excel
- Office Management
- training
- Multi-line Phone Systems (10+ years)
- Outlook
- Time Management
- Microsoft Office
- English
- Phone Etiquette
- Operations
- Administrative Experience
- Front Desk

Additional Information

SKILLS

- I am a people person
- I can handle stressful situations well

- I am a planner
- I am an organizer
- I am a team player