

Carylin Thompson

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Professional Summary

Dedicated and service-oriented professional with over 18 years of progressive experience in customer service, administrative support, and veterinary clinic operations. Recognized for exceptional communication, organizational, and multitasking skills in fast-paced environments. Proven ability to provide compassionate client care, support clinical operations, and manage scheduling, billing, and team coordination effectively. Strong background in both veterinary and early childhood education settings, with a passion for client satisfaction and operational efficiency.

Professional Experience

BluePearl Pet Hospital (Neurology) - Englewood

Client Service Representative

August 2023 – Recently Closed

- Answering multi-line phone system
- Scheduling appointments
- Checking in and outpatients from appointments and surgeries
- Handling cash/credit cards transactions

Aurora Cat Hospital and Hotel – Centennial, CO

Lead Client Service Representative (CSR)/Assistant

June 2021 – August 2023

- Answer phones and emails, schedule appointments, procedures, and boarding reservations.
- Care for cats in the hotel by feeding, cleaning, and ensuring comfort.
- Support veterinary team with tech assistance when needed.
- Maintain a clean, organized hospital environment and assist in daily operations.

Tenaker Pet Care Center – Aurora, CO

Receptionist/Assistant/Practice Manager

March 2018 – Closed in 2021

- Opened and closed clinic ensured readiness for daily operations.
- Checked in/outpatients, reviewed charges and medication instructions.
- Ordered and stocked clinic supplies and managed employee schedules.
- Handled financial reporting and daily reconciliation for clinic operations.

Homestead Animal Hospital – Centennial, CO

Lead Receptionist

June 2014 – March 2018

- Managed reception area and ensured smooth front desk operations.
- Checked in patients, updated records, and scheduled appointments.
- Handled heavy call volumes and routed messages effectively.
- Assisted with billing, payments, and emergency situations calmly.

Education

- **Pickens Technical College** – Medical Courses (Year 1 & 2)
- **Community College of Aurora** – Early Childhood Education
- **Ann Rose School of Nursing** – Certified Nursing Assistant (CNA)