

Monika Scherer

Fort Collins, CO

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970-213-7457

Authorized to work in the US for any employer

Work Experience

Receptionist/Filled Prescriptions/Manager

Cache LaPoudre Veterinary Clinic - Fort Collins, CO

June 2015 to April 2020

06/2015 -04/2020

- Managerial duties for the clinic
- Filled in for the technician when necessary
- Worked as receptionist/Filled prescriptions
- Inventory control and banking deposits

Reception Supervisor

Peak Vet Specialists & Emerg

September 2013 to March 2015

- Meet/Greet Clients as they entered the lobby.
- Triage emergency calls and visits.
- Incoming calls, appointment setting and reminder calls.
- Office supply inventory, balancing the cash drawer.
- Preparing charts, daily computer input using Impromed.
- Special projects such as the SOP manual.

Head Receptionist

Longs Peak Animal Hospital

March 2012 to May 2013

- Meet/Greet clients as they entered the lobby.
- Incoming calls, appointment setting and reminder calls.
- Office and prescription food inventory.
- Collecting payments and balancing monies at the end of the day.
- Monthly manager meetings and personnel meetings.
- Preparing charts, daily computer input using DVMax.
- Special projects such as the SOP manual.

Volunteer

Berthoud Elem/Turner Middle - Berthoud, CO

August 2005 to August 2012

Medical Receptionist

St. Luke's Medical Clinic

February 2011 to November 2011

- Meet/Greet patients as they entered lobby.
- All incoming calls, appointment setting and reminder calls.
- Collecting payments and balancing monies at the end of the day.
- Preparing daily charts, collecting samples if needed, lab orders for physicals.
- Special projects; Tree of Hope, Low Income resources, Scheduling Diabetes Classes.

Kennel Supervisor

Coal Ridge Animal Hospital

November 2005 to December 2007

- Receptionist and Technician once a week and as needed.
- Caring for animals in an 87 run facility, including medications and fluids.
- Organized doggie birthday parties.
- Cleaned, maintained, added chemicals to pond daily.

Education

Some College in Pharmacy Technician

Front Range Community College - Westminster, CO

May 2009 to August 2009

Skills

- Pharmacy Technician Experience
- Medical Office Experience
- Animal Care
- Laboratory Experience
- Medical Receptionist
- Kennel Experience
- Phone Etiquette
- Computer Skills
- Insurance Verification
- Medical Records
- Triage
- Medical Terminology
- Veterinary Assistant
- Pet Care

Assessments

Work Motivation — Proficient

July 2020

Level of motivation and discipline applied toward work

Full results: [Proficient](#)

Customer Service — Proficient

July 2020

Identifying and resolving common customer issues.

Full results: [Proficient](#)

Administrative Support — Proficient

July 2020

Using basic scheduling and organizational skills in an office setting.

Full results: [Proficient](#)

Cashier Skills — Highly Proficient

July 2020

Counting cash, processing transactions, following written procedures, and attending to details.

Full results: [Highly Proficient](#)

Customer Focus & Orientation — Proficient

May 2020

Responding to customer situations with sensitivity.

Full results: [Proficient](#)

Customer Service Fit — Proficient

July 2020

Measures the traits that are important for success for customer service roles.

Full results: [Proficient](#)

Veterinary Receptionist Skills — Proficient

July 2020

Managing practitioner schedules and maintaining accurate patient records.

Full results: [Proficient](#)

Customer Focus & Orientation — Proficient

May 2020

Responding to customer situations with sensitivity.

Full results: [Proficient](#)

Medical Receptionist Skills — Expert

July 2020

Managing physician schedules and maintaining accurate patient records.

Full results: [Expert](#)

Customer Focus & Orientation — Proficient

May 2020

Responding to customer situations with sensitivity.

Full results: [Proficient](#)

Veterinary Technician — Highly Proficient

November 2020

Providing medical care to animals in a veterinary setting.

Full results: [Highly Proficient](#)

Attention to Detail — Highly Proficient

November 2020

Identifying differences in materials, following instructions, and detecting details among distracting information.

Full results: [Highly Proficient](#)

Customer Service — Proficient

July 2020

Identifying and resolving common customer issues.

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.