

Rachel Kingery

Customer Service

Rochester, MN

rkingery4@gmail.com

239-265-8343

Authorized to work in the US for any employer

Work Experience

Office Assistant/Receptionist/Floor staff

Rentex / Jolly Jumps / Bounce World - Rochester, MN

June 2017 to Present

Customer service; Open and/or close shift; Schedule staff; Hire new staff; Create Quick-book rental estimates/invoices for customers; Respond/correspond to emails; Schedule customer pick up/drop off of rentals; Generate revenue/receive payments of rentals; Maintain staff work orders; Answer phones; filing; Inventory/order weekly supplies; Maintain an organized, clean, and safe work/reception area for customers and staff.

Surgical Team Assistant

Specialized Veterinary Services - Fort Myers, FL

May 2016 to February 2017

Assist surgical team in preparing for pet for surgical procedure. Clean, sterilize, and package/wrap surgical instruments. Set up surgical suites for procedures. Cleaning surgical suites after procedures. Weekly inventory of surgical suites. Cleaning kennels. walking, feeding, and taking vitals, assist with catheter placement, and blood draws.

Receptionist

Radiology Regional Center - Fort Myers, FL

November 2007 to July 2011

Customer service/Receptionist, make/cancel patient appointments, check patients in/out for appointments, interact with patients to prioritize to expedite patient care, obtain/request patient medical reports/records, payments received, data entry, answer phones, order office supplies, maintain a clean and safe work area, light lobby housekeeping.

Health Unit Coordinator (HUC)

Mayo Clinic - Rochester, MN

November 1995 to September 2005

Provide clerical support for the medical unit, order labs, x-rays, and needs for inpatients per Dr/RN request. Answer phones, order unit and clerical supplies. Maintain a clean and safe workplace for staff and visitors.

Education

Vet Tech- Certificate in Veterinarian Technician

Veterinary Technical Institute - Naples, FL

January 2015 to June 2015

Business Management

Florida Southwestern State College - Fort Myers, FL

March 2012 to September 2013

Certificate in Health Unit Coordinator

Rochester Community and Technical College - Rochester, MN

1993 to 1994

Skills

Quickbooks, MS Office, Filing, Scheduling, Organizational Skills, Time Management, Microsoft Office, Customer Service, Receptionist, Billing, Outlook, Excel, Data Entry, Medical Terminology, Clerical, Inventory, Sales

Assessments

Customer Focus & Orientation – Proficient

April 2019

Measures a candidate's ability to respond to customer situations with sensitivity.

Full results: https://share.indeedassessments.com/share_assignment/dyjhlt04dsfox-3a

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

Groups

Paws and Claws Volunteer-Rochester MN

April 2019 to Present

Volunteer my free time to help at Paws and Claws animal shelter.