

Shannon Borsch

Management

Fort Collins, CO 80526

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(832)563-6169

A full-time office management and or administrative position in a challenging and exciting field were I can utilize my skills.

Authorized to work in the US for any employer

Work Experience

Receptionist

Colorado Dermatology Group - Fort Collins, CO

August 2017 to Present

- Customer Service, greet clients and assist clients
- Answer phones, check client in/out, schedule appointments
- Assist Dr. with suture removal, assist with surgical procedures
- Create medical records, update medical records
- Input client information and insurance information, make new files for new patients

Customer Service Manager

Walmart - Spring, TX

November 2016 to March 2017

- Managed 12 plus employees at a time, assisted with making the schedules
- Customer Service, greeted and assisted clients
- Worked the Money Recycler, made withdraws and deposits, worked the cash register
- Received orders, counted inventory, maintained the inventory on front end
- Closed and balanced all registers at end of day

Office Mgr./Reception Mgr./Technician

Animal Hospital Champions Northwest - Spring, TX

February 2012 to August 2016

- Managed 32 plus employees, Managed interviews for new employees, Managed the scheduling for employees, Managed sales and cost on a monthly basis, Managed payroll, reviewed all medical records
- Customer service, answered incoming calls, scheduling for patients, checked clients in/out, received payments, balanced end of day, update medical records, obtained medical records, faxed/emailed records and medical notes, etc.
- Held Bi-Weekly employee meetings, held Bi-Weekly reception meetings
- Provided leadership skills, Trained employees on Continuing Education Courses, Trained all new hires for receptionist area
- Placed all hospital orders, received orders, counted inventory, stocked, filed, made new files
- Technician work (draw blood, placed catheters, gave vaccinations, gave medications, set labs up to be read, worked rooms and surgeries with the doctor, etc.)

Temp. Receptionist

Animal Medical Center - Tomball, TX
June 2011 to November 2011

- Customer Service, greeted and assisted clients
- Answered phone, set appointments, checked clients in/out, received payments
- Pulled files, created files, and stocked

Lead Teacher

Kid Laughing and Learning - Tomball, TX
April 2010 to May 2011

- Supervised and cared for infants
- Planned and created learning lesson plans
- Implemented curriculum - based activities

Lead Teacher

Kids R Kids - Tomball, TX
August 2008 to April 2010

- Supervised and cared for infants
- Planned and created learning lesson plans
- Implemented curriculum - based activities

Asst. Manager

Ponsettis Shoes - Metairie, LA
January 2007 to September 2007

- Customer service, greeted and assisted clients,
- Managed 6 employees, scheduling, placing orders, receiving orders, stocking
- Receiving payments, answered phones, trained employees

Lead Teacher

Kids R Kids - Tomball, TX
January 2003 to November 2006

- Supervised and cared for infants
- Planned and created learning lesson plans
- Implemented curriculum - based activities

Education

Grapeland High School - Grapeland, TX
2001

Skills

EPIC (1 year), EXCEL (10+ years), MICROSOFT WORD (10+ years), QUICK BOOKS (7 years), TYPING (10+ years), Cornerstone (4 years), Avimark (2 years), Front Desk, Front Office, Reception

Additional Information

All Work References:

1. Katie Carlson- 281-919-7166
2. Dr. Ginger Kelly- 334-220-2483
3. Dr. Christine Olsen- 713-677-3818
4. Dr. Melissa Blessinger- 281-727-9492
5. Elissa Jackman- 281-370-0773

Skills:

- ❖ Basic typing skills and word processing skills
- ❖ Working knowledge of Microsoft Word, Excel, Quick Books, etc.
- ❖ Working knowledge of Avimark, Cornerstone, Kareo, Epic, Emma (Modernized Medicine)