

Teresa Smith

Fort Collins, CO

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Authorized to work in the US for any employer

Work Experience

Dispatcher/Administrative Assistant

Rex's Plumbing & Heating - Fort Collins, CO

December 2022 to November 2023

Answering phone calls and scheduling of customers in designated time slot(s).

Reply to customer email inquiries

Replying to reviews

Making certain the schedule is followed accordingly.

Time management

Typical office duties

Windows OS

GPS following

Following up with technicians and coordinating next call(s)

General clerical support duties

Managing day-to-day operations of Technicians

Veterinary Receptionist

Lost Key Animal Clinic - Perdido Key, FL

December 2021 to November 2022

- Answering calls
- Appointment setting
- Preparing and maintaining of medical records
- Admit and discharge patients
- Taking prescription refill requests
- Over the counter sales
- Veterinary Software computer operation (AviMark)
- Financial transactions
- Front office and reception area maintenance
- End of day closeout
- Assisted in restraint of pets as needed
- Filling of prescriptions when short-staffed

Administrative Assistant

American Contracting, LLC - Fort Collins, CO

February 2019 to December 2021

- Assisted Project Administrator, Project Managers and Construction Managers including scheduling meetings, maintaining the calendar, setting reminders, and other various duties as requested to ensure they are relieved of administrative duties*
- Participated in project meetings, record meeting minutes, and distribute to the appropriate party.
- Prepared meeting agendas, presentations, etc.
- Collecting time sheets from superintendents, and other personnel
- Use a construction management platform to increase cross-project data and workflow transparency and standardize project tracking.
- Assisted with new project administrative tasks
- Assisted with change order administrative tasks
- Assisted with project closeout and administrative tasks
- Assisted with Project documentation and tracking in Procore
- Assisted with project Submittals
- Recorded Bonds and contract deliveries
- Maintained effective communications project team
- Requested and update vendor Certificate of Insurance (COI)
- Assisted with other duties as assigned

Office Manager/Estimator

Superior Drywall/Superior Interiors - Slidell, LA

June 2002 to February 2019

- Quantity take-offs and bid submission
- Analyzed blueprints, specifications, proposals and other documentation to prepare time, cost and labor estimates for products, projects or services
- Review data to determine material and labor requirements and prepare itemized lists
- Negotiated contract pricing and terms
- Created materials and labor estimate takeoffs
- Preparation of estimates, submitted bid proposals, and assessed budgets on awarded jobs
- Maintained excellent relationships with subs and suppliers.
- Maintained standard materials price list

Customer Service Coordinator

Banfield Pet Hospital - Slidell, LA

March 2013 to October 2017

- Actively recruited new clients by promoting hospital services and routed the flow of clients and pets to ensure superior client care and maximum productivity of the veterinary medical team.
- Maximized the number of pets seen by the hospital team
- Provided professional, efficient and exceptional service at all times. This includes encouraging hospital visits, welcoming clients and pets, ensuring that they are comfortable in the hospital, and educating them about their pet's health.
- Educated clients about Optimum Wellness Plans, preventative care, pet health needs and hospital services
- Assisted incoming clients by completing the required documentation, entering all pet information and history in the computer, utilizing proper collars and tags for identification, and ensuring prompt service.
- Assisted outgoing clients by providing all necessary instructions, information and invoices, dispensing prescription items per the veterinarian's instructions, selling retail products and scheduling future appointments.

- Managed the finances by maintaining accurate balances and utilizing proper opening and closing procedures.
- Conducted administrative functions as necessary.
- Other job duties as assigned.

Education

Associate in Science

Stetson University - DeLand, FL

October 1989 to August 1992

High school diploma or GED

Skills

- Media Relations
- Google Docs (4 years)
- Microsoft Word (5 years)
- Microsoft Office (5 years)
- Excel
- Guest Services
- Copywriting
- Marketing
- Proofreading
- Veterinary Hospital Experience (5 years)
- Bookkeeping (6 years)
- Accounts payable
- Balance sheet reconciliation (6 years)
- General ledger reconciliation
- Construction
- Customer service
- Customer service
- Typing
- Phone etiquette
- Time management
- Cleaning
- Animal Restraint
- Account Reconciliation
- QuickBooks

Certifications and Licenses

CPR

Present

Certified Notary Public

Colorado

Driver's License

Assessments

Work style: Conscientiousness — Proficient

November 2023

Tendency to be well-organized, rule-abiding, and hard-working

Full results: [Proficient](#)

Office manager — Proficient

December 2022

Scheduling and budgeting

Full results: [Proficient](#)

Data entry: Attention to detail — Proficient

October 2022

Maintaining data integrity by detecting errors

Full results: [Proficient](#)

Customer service — Proficient

November 2022

Identifying and resolving common customer issues

Full results: [Proficient](#)

Front desk agent (hotel) — Proficient

November 2021

Selecting hotel rooms based on verbal requests and identifying errors in hotel data

Full results: [Proficient](#)

Sales skills — Proficient

November 2023

Influencing and negotiating with customers

Full results: [Proficient](#)

Attention to detail — Proficient

December 2021

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

Full results: [Proficient](#)

Customer focus & orientation — Proficient

November 2021

Responding to customer situations with sensitivity

Full results: [Proficient](#)

Customer service fit — Proficient

December 2022

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

Full results: [Proficient](#)

Work style: Reliability — Proficient

November 2021

Tendency to be reliable, dependable, and act with integrity at work

Full results: [Proficient](#)

Veterinary technician — Proficient

November 2022

Providing medical care to animals in a veterinary setting

Full results: [Proficient](#)

Front desk agent (hotel) — Proficient

September 2022

Selecting hotel rooms based on requests and identifying errors in hotel data

Full results: [Proficient](#)

Work style: Professionalism — Proficient

December 2022

Tendency to be accountable, professional, open to feedback, and act with integrity at work

Full results: [Proficient](#)

Administrative assistant/receptionist — Proficient

December 2021

Using basic scheduling and organizational skills in an office setting

Full results: [Proficient](#)

Scheduling — Proficient

November 2022

Cross-referencing agendas and itineraries to avoid scheduling conflicts

Full results: [Proficient](#)

Retail customer service — Proficient

November 2023

Responding to customer situations in a retail setting

Full results: [Proficient](#)

Spreadsheets with Microsoft Excel — Proficient

December 2022

Knowledge of various Microsoft Excel features, functions, and formulas
Full results: [Proficient](#)

Project timeline management — Proficient

October 2023

Prioritizing and allocating time to effectively achieve project deliverables
Full results: [Proficient](#)

Medical receptionist skills — Proficient

October 2022

Managing physician schedules and maintaining accurate patient records
Full results: [Proficient](#)

Delivery driver — Proficient

December 2022

Interpreting instructions or signs and solving problems
Full results: [Proficient](#)

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