

SKYLA TINKLE

929 W Prospect Rd #B, Fort Collins, CO 80526 | 501 580 1228 | skylagtinkle@gmail.com

WORK HISTORY

MARCH 2016-JULY 2017 Administrative Assistant | Huntington Learning Center | Little Rock, AR

Duties include administrative tasks including answering phone calls and direct client questions, greeting students upon check in, coordinating students to tutors, taking payments, copying and printing paperwork, maintaining emails, administering and grading practice tests.

AUGUST 2014-MAY 2016 Office Coordinator & Tutor & Notetaker | Jones Learning Center | Clarksville, AR

Duties include administrative tasks such as receiving and sending paperwork, recording and filing dates and assignments given to students, and tutoring students with various learning disabilities in a variety of subjects.

AUGUST 2016-CURRENT Barista | Starbucks | Fort Collins, CO

Duties include ensuring customer satisfaction through the craft of beverages, preparing quality food items, maintaining a standard of cleanliness, sharing general coffee culture and knowledge, and connecting with customers through warm conversation and genuine connection. Duties also include supporting a team to serve customers quality beverages while keeping pace with 10-75 transactions per half hour during morning peak. Continuous pursuit of knowledge within the company allowing for education of partners and customers about new or upcoming products and promotions.

AUGUST 2017-JULY 2018 Receptionist | Front Range Veterinary Clinic | Fort Collins, CO

Duties include greeting clients and patients, answering phones with excellent phone rapport, information processing in service of clients and pets, email correspondence with clients and doctors, scheduling appointments around a multi-doctor practice and ensuring a pleasant visit to all. Duties also include working with technicians to problem-solve and assist the staff to support treatment for animals with a wide variety of ailment. Arranging and processing shipments received and outgoing, collecting payments between \$5 and \$6,000 as well as finalizing each day's transactions with precision and acute attention to detail. Maintains the office and waiting room in a cleanly manner while ensuring all retail items and comforting beverages are readily available. Leader of progress in social media using popular sites such as Facebook and Instagram resulting in a 43% increase in online traffic for Facebook and 33% increase for Instagram.

EDUCATION

Wildlife Biology and Ecology: University of the Ozarks, Clarksville, AR August 2014 - May 2016

Biochemistry: Arizona State University, Tempe, AZ Current (online)

Emergency Medical Technician Services: Front Range Community College, Fort Collins, CO Current

ACCOMPLISHMENTS

Top Review for Starbucks (current) Review left by Alexandra: "They are always very nice and quick at this Starbucks. And they haven't messed up my order yet!... employees are on point! Extra points to the really short haired girl who works the register. She always has a smile on her face and is really sweet. She deserves a promotion!"

AWARDS AND RECOGNITIONS:

Dean's List at the U of the Ozarks, AmeriCorps Academic Award

REFERRALS

Kourtney McCarthy, DVM
970-301-7970

Janelle Gebers, CVT

303-514-3159