EMILY SANDERS

VETERINARY RECEPTIONIST

CONTACT

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Portland, OR

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SKILLS

- Customer Service
- Appointment Scheduling
- Payment Processing
- Veterinary Medical Terminology
- Practice Management Software
- Conflict Resolution
- Active Listening
- Multitasking
- Compassionate
- Communication Skills

EDUCATION

High School Diploma

06/2022

Franklin High School

Portland, OR

CERTIFICATES

Fear Free Certified Professional

09/2024

Fear Free

Pet CPR and First Aid

06/2024

American Red Cross

SUMMARY

Veterinary Receptionist with 2 years at a busy small animal hospital and 2 years of kennel work before that. Handles appointment scheduling, payment processing and client calls for 6 veterinarians, and uses veterinary medical terminology to sort urgent calls from routine ones. Compassionate with grieving owners and calm during emergencies.

EXPERIENCE

Veterinary Receptionist 05/2024 - Present

Hawthorne Animal Hospital Portland, OR

Front desk for a 6-veterinarian small animal hospital seeing about 90 dogs and cats a day, including walk-in urgent cases.

- Coordinate appointment scheduling for **6** veterinarians in the practice management software, about 90 visits a day.
- Triage incoming calls using veterinary medical terminology, moving urgent cases to a doctor within 5 minutes.
- Complete payment processing and treatment estimates at checkout, collecting about $9,000 a day with balanced reports.
- Resolve upset clients' concerns through active listening and conflict resolution, cutting front desk complaints by half.

Kennel Attendant 03/2022 - 04/2024

Rose City Pet Lodge Portland, OR

Part-time role at a 60-run boarding and daycare facility during and after high school.

- Cared for up to 60 boarding dogs and cats a day, giving food and medications on each owner's written schedule.
- Checked pets in and out at the front counter, confirming vaccine records and emergency contacts for every stay.
- Reported changes in appetite or behavior to the manager, catching 3 pets that needed same-day veterinary care.
- Trained 4 new attendants on safe handling, multitasking during the drop-off rush and daily care logs.