Laura Treharne

Veterinary Receptionist

Profile

I have over 1 year of experience as a veterinary receptionist. I am an excellent communicator and have superb customer service skills. I am highly organized and efficient, and I always maintain a professional demeanor. My experience has taught me how to handle animals in various situations, which makes me confident that I can provide the best possible care for your pet.

Employment History

Veterinary Receptionist at Hope Animal Hospital, IA
Apr 2022 - Present

- Answered an average of 30 phone calls per day.
- Greeted an average of 20 clients and their pets per day.
- Scheduled appointments for clients and their pets.
- Checked in clients and their pets for appointments.
- Collected payments from clients.

Veterinary Receptionist Trainee at Animal Emergency and Referral Center of Iowa, IA
Jul 2021 - Mar 2022

- Answered an average of 35 phone calls per day.
- Greeted an average of 30 clients per day.
- Completed training program in 4 weeks.
- Learned to use 5 different software programs.
- Trained 2 new employees.

Certificates

Veterinary Receptionist Certificate
Oct 2020

Veterinary Office Management Certificate
Dec 2018

Memberships

American Veterinary Medical Association

National Association of Veterinary Technicians in America

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📞 (842) 528-6735
📍 Vine Street, Iowa City, IA 52240

Education

High School Diploma at Iowa City High School, Iowa City, IA
Sep 2016 - May 2021

Some skills I've learned are time management, how to study for exams, and how to do research.

Links

linkedin.com/in/lauratreharne

Skills

Answering phones

Greeting clients and their pets

Scheduling appointments

Checking patients in and out

Collecting payments

Handling customer inquiries

Filing

Languages

English

French

Hobbies

Listening to music

Reading books

Watching movies