

GLYZEL ELVENA-BALANE

VET RECEPTIONIST

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Binan ,Laguna Phillipines

ABOUT ME

With experience as a veterinary receptionist, I have developed strong organizational, communication, and administrative skills. I'm adept at scheduling, record-keeping, and providing excellent customer service while efficiently managing multiple tasks. I am comfortable using office software for various administrative tasks, and I am eager to learn and further develop my skills to support your business operations remotely

EXPERIENCE

VET RECEPTIONISTS

Precious Fur Animal Clinic/Avelly's Veterinary Clinic
June 2020-September 2024

- Respond to incoming calls, emails, and online inquiries from pet owners seeking information or making appointments.
- Send reminders via phone, text, or email for upcoming appointments, vaccinations, and treatments.

SKILLS

- Strong Communication Skills: Being able to communicate clearly and professionally with clients
- Organizational Skills: Ability to manage multiple tasks and maintain accurate records.
- Empathy and Patience: Ability to handle stressful situations with care, especially when dealing with worried pet owners or emergencies.
- Knowledge of Pet Care: Basic understanding of pet health and medical terminology, or the ability to quickly learn.
- Time Management: To ensure tasks are completed within deadlines and priorities are handled promptly.
- Basic Veterinary Procedures Knowledge: A general understanding of the common veterinary procedures, medications, vaccinations, and care plans that will allow for better communication and scheduling.

TRAINING AND CERTIFICATES

- General Virtual Assistant Course
- Virtual Executive Asssistant Course
- Social Media Management Course
- Basic Wordpress Course