

Alyssa McGuire

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DFW native with a deep passion for animal care and administrative duties. Proven ability to be attentive to both customers and patients, going the extra mile. Looking to enrich my skill sets and develop into a career.

EXPERIENCE

Banfield Pet Hospital, Little Elm TX — *Veterinary Assistant/Client Service Coordinator*

April 2022 - December 2022

Formal training for all tasks involved in assisting Doctors with patients; successfully collecting patient history, developing treatment plans, collecting samples, running and reading lab tests, inputting patient charts and discharge. Assisted front desk and busy phone line when needed.

Local Barber Co., Frisco TX — *Receptionist*

June 2019 - August 2020

Performed administrative duties while also managing the front desk during busy business hours. Used dynamic service skills to build relationships with clients, improving customer retention rates.

Whataburger, Frisco TX — *Team Member*

April 2015 - October 2016

Provided prompt and efficient service to customers through multiple points of contact; front counter, drive thru, phone. Maintained a clean and sanitary lobby while simultaneously checking on customer satisfaction. Resolved challenging customer complaints to full satisfaction, promoting brand loyalty and maximizing repeat business.

Carrollton Animal Hospital, Carrollton TX — *Kennel Technician*

June 2012 - July 2015

Sparking my interest in the animal care field, I assisted in veterinary kennels for hospitalized and boarding patients. In charge of keeping the clinic clean, stocked and sanitized. Assisted with some administrative duties, when needed. Obtained hands off shadowing of appointments, procedures and the duties of a veterinary technician.

EDUCATION

Lone Star High School, Frisco TX - Graduate

August 2013 - June 2017

3.2 GPA ; High School Diploma

SKILLS

Animal Care/Handling

Veterinary Medical Notes

Attention to Detail

Customer Service

Phone Etiquette

Computer Skills

Customer Relationship Management

REFERENCES

References available upon request.