



# Aria Heath

## Client Service Representative

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### SUMMARY

Compassionate Client Service Representative with four years in veterinary and customer service roles. Exceptional at greeting clients, addressing inquiries, and conducting phone triage to prioritize needs. Proven ability to educate pet owners on care and recommendations, enhancing client understanding while processing payments accurately. Strong communicator committed to providing quality service in a warm and inviting environment. Successfully managed medical records and ensured facility cleanliness. Eager to leverage experience at PetCare Solutions while prioritizing compassionate care and positive client experiences.

### STRENGTHS

#### 👥 People Skills

Juggling multiple client requests simultaneously while fostering a calm environment became second nature. Colleagues admired my intuitiveness in resolving conflicts swiftly.

#### 🐾 Veterinary Knowledge

Developed strong insights into common animal conditions and treatments; clients frequently appreciated my detailed explanations.

#### ⚙️ Process Improvement

Transformed record-keeping practices streamlining further client interaction often leading others seeking my guidance.

#### 💬 Communication Flexibility

Effectively switched communication styles based on clients' needs fostering strong rapport never finding the situation unmanageable.

#### ❤️ Empathy and Care

Paying close attention to clients' emotions around their pets illustrated my commitment to their wellbeing. Many expressed gratitude towards my supportive demeanor.

### SKILLS

Client Interaction   Phone Triage

Payment Processing

Educating Clients

Time Management

Record Keeping

### EXPERIENCE

#### Client Service Representative

Pet Wellness Center 📅 January 2022 - Present 📍 Springfield, IL

Serve as the welcoming face of the clinic, expertly managing client interactions and inquiries. Triageing phone calls for urgent client needs and scheduling appointments for optimal service delivery. Accurately process payments while providing full transparency about fees, ensuring client satisfaction and trust.

- Welcome clients warmly and provide insightful responses in handling their inquiries.
- Conduct effective phone triage to assess client needs, prioritizing urgent cases.
- Educate pet owners about relevant pet care topics, improving their understanding of services offered.
- Maintain organized medical records and uphold high standards of cleanliness throughout the facility.

#### Customer Service Associate

Happy Paws Veterinary Clinic 📅 June 2021 - December 2021 📍 Peoria, IL

Managed front desk operations efficiently, delivering exceptional customer support during patient visits. Engaged with clients regarding appointment management and education on various pet care issues.

- Assisted clients in scheduling appointments while maintaining exceptional service levels.
- Enhanced client knowledge through education about preventive care and nutritional guidance.
- Handled payment processing and product sales, ensuring efficiency and accuracy.
- Acted as the point of contact for client inquiries pertaining to services available.

#### Intern

Animal Rescue Team 📅 September 2020 - May 2021 📍 Chicago, IL

Contributed to animal welfare efforts by interacting with visitors and informing them about adoption processes. Supported community outreach activities aimed at promoting animal care and advocacy.

- Greeted and educated potential adopters, Answered inquiries effectively about animal adoption.
- Managed event documentation and logistics ensuring smooth outreach programs.
- Maintained cleanliness of communal spaces contributing to a welcoming environment.
- Assumed responsibility for crowd control during events, supporting overall success.

### LEADERSHIP & AWARDS

- Employee of the Month - Pet Wellness Center (March 2023)
- Community Outreach Award - Animal Rescue Team (April 2021)

### EDUCATION

#### Bachelor's Degree in Animal Science

University of Illinois 🎓 GPA: 3.8 📅 2020 📍 Champaign, IL

**Coursework:** Animal Nutrition, Veterinary Anatomy, Animal Behavior, Animal Welfare

Facility Cleanliness

Team Collaboration

Customer Loyalty Problem Solving

Interpersonal Skills

Attention to Detail

Appointment Scheduling

Product Recommendations

Animal Handling

## LANGUAGES

English Native

Spanish Intermediate

## MY CAREER



● Client Service Representative at Pet Wellness Center (4.4 Years)

● Customer Service Associate at Happy Paws Veterinary Clinic (6 Months)

● Intern at Animal Rescue Team (8 Months)

## CERTIFICATIONS

- Certified Veterinary Assistant (CVA) 📅 2021
- CPR and First Aid Certification 📅 2022

## TECHNICAL SKILLS

- **Customer Relationship Management:** Salesforce, Zoho, HubSpot
- **Medical Record Tools:** Pawprint, Vetspire, eVetPractice
- **Communication Platforms:** Slack, Microsoft Teams, Zoom
- **Scheduling Software:** Acuity, SimplePractice, Timely
- **Payment Processors:** Square, PayPal, Stripe
- **Project Management Tools:** Trello, Asana, ClickUp
- **Content Management Systems:** WordPress, Wix, Joomla
- **Data Entry Platforms:** Google Sheets, Microsoft Excel, Airtable
- **Security Software:** LastPass, Norton Security, Bitdefender
- **Task Automation Tools:** Zapier, IFTTT, Automate.io

## PROFESSIONAL AFFILIATIONS

- Member - American Animal Hospital Association
- Volunteer - Local Animal Shelter

## ADDITIONAL INFORMATION

**Work Status** : Authorized to work in United States. No sponsorship required.

## REFERENCES

AVAILABLE ON REQUEST