

Amina Cook

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SUMMARY

Dedicated and compassionate Veterinary Client Service Representative with over three years in animal care settings. Excellent at delivering highly attentive customer service while handling administrative tasks efficiently. Emphasizes the importance of thorough client education around pet health, ensuring both animals and owners receive exemplary support. Utilizes strong interpersonal skills to forge lasting relationships, fostering a welcoming atmosphere for clients and their pets alike. Effectively manages appointment scheduling and patient records, driving smooth workflows in busy environments. Fully committed to continual improvement and professional development within the field.

EXPERIENCE

Veterinary Client Service Representative

March 2025 - Present

Happy Tails Veterinary Clinic

Savannah, GA

Interact daily with clients and pets, maintaining a warm and professional environment. Manage complex scheduling and record-keeping processes to ensure all appointments flow smoothly.

- Greet clients and pets enthusiastically, fostering a friendly atmosphere that makes both comfortable.
- Schedule appointments diligently while managing multiple aspects of patient records.
- Educate customers regarding preventive care, products, and services, empowering them with essential knowledge.
- Process payments accurately, ensuring clients are informed about all fees and services.

Client Support Associate

January 2024 - February 2025

Furry Friends Animal Hospital

Augusta, GA

Contributed significantly to patient care as a Client Support Associate during a busy practice period. Enhanced operations by emphasizing customer engagement and follow-up processes.

- Assisted in various administrative duties while prioritizing outstanding customer service.
- Anticipated client needs by managing appointment scheduling seamlessly, including timely follow-ups.
- Responded expertly to inquiries related to services, thereby enriching client understanding of offerings.
- Gained recognition from peers for building rapport through attentiveness and responsiveness.

Animal Care Intern

June 2023 - December 2023

Paws and Claws Animal Care Center

Atlanta, GA

Engaged an internship experience that developed practical skills in animal care and client interaction. Provided supportive assistance within fast-paced veterinary environments.

- Assisted the veterinary team in day-to-day operations, contributing to effective service delivery.
- Encouraged positive client interactions while supporting appointment scheduling during peak hours.
- Maintained facility cleanliness, promoting a healthy environment for both pets and staff.
- Emphasized teamwork that cultivated learning opportunities through shared responsibilities.

LEADERSHIP & AWARDS

- Recipient of 'Employee of the Month' award for outstanding client service, September 2025.
- 'Best New Intern' recognized for dedication and performance, January 2024.

EDUCATION

Bachelor's Degree in Animal Science

2023

University of Georgia GPA: 3.75

Athens, GA

Coursework: Animal Nutrition, Veterinary Biology, Animal Behavior, Veterinary Ethics

CERTIFICATIONS

- Certified Veterinary Assistant (CVA) 📅 2024
- First Aid Certified in Animal Care 📅 2025

TECHNICAL SKILLS

- **Scheduling Software:** OpenDental, VetBadger, PetDesk
- **Communication Tools:** Slack, Zoom, Microsoft Teams

- **Office Applications:** Microsoft Office 365, Google Workspace, Evernote
- **Record Management Systems:** AVImark, eVetPractice, Cornerstone
- **Payment Processing:** Square, PayPal, QuickBooks Payments
- **Client Engagement Technologies:** Mailchimp, Constant Contact, Hootsuite
- **Online Research Tools:** PetMD, VCA Animal Hospitals, WebMD Pets
- **Social Media Platforms:** Facebook, Instagram, Twitter
- **Graphics Editors:** Canva, Adobe Spark, Photoshop
- **Customer Feedback Tools:** Google Forms, SurveyMonkey, Typeform

SKILLS

- Customer service
- Record management
- Problem resolution
- Team collaboration
- Appointment scheduling
- Multitasking
- Time management
- Task prioritization
- Animal care knowledge
- Patient Education
- Basic tech proficiency
- Attention to details
- Communication skills
- Interpersonal skills
- Compassion

PROFESSIONAL AFFILIATIONS

- Volunteer at local animal shelter partaking in adoptee events and community awareness initiatives.
- Member of Veterinary Technicians Association focusing on continued learning and networking.

LANGUAGES

- English (Native)
- Spanish (Proficient)

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST