

AMINA COOK

VETERINARY CLIENT SERVICE REPRESENTATIVE

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STRENGTHS

- Empathetic Listener**
Clients often praised patience while addressing concerns or questions relayed about their pets. Effective empathy fostered trust.
- Team Player**
Promoted collaboration in high-pressure situations, leading efforts in coordinating appointment schedules without conflict. Enhanced workflow.
- Adaptability**
Escaped challenges presented by fast-paced settings, adjusting quickly to fluctuating demands while maintaining quality care.
- Resourceful Problem Solver**
Identified innovative solutions in managing attendance logistics during peak periods. Efforts spotlighted efficiency improvements.
- Strong Communication Skills**
Developed expertise in conveying critical information to clients clearly and effectively, fostering informed decisions about pet care.

SKILLS

Customer service

Appointment scheduling

Animal care knowledge

Communication skills

Record management | Multitasking

Patient Education

Interpersonal skills

Problem resolution

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

Happy Tails Veterinary Clinic | March 2025 - Present | 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

Furry Friends Animal Hospital | January 2024 - February 2025 | 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

Paws and Claws Animal Care Center | June 2023 - December 2023 | 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.

Time management

Basic tech proficiency

Compassion Team collaboration

Task prioritization

Attention to details

LANGUAGES

English Native

Spanish Proficient

MY CAREER



- Veterinary Client Service Representative at Happy Tails Veterinary Clinic (1.2 Years)
- Client Support Associate at Furry Friends Animal Hospital (1.1 Years)
- Animal Care Intern at Paws and Claws Animal Care Center (6 Months)

EDUCATION

Bachelor's Degree in Animal Science

University of Georgia 🎓 GPA: 3.75 📅 2023 📍 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

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.

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST