

**Elaine Louie**  
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**Objective:**  
Customer Service

**Summary of Qualifications:**

Over ten years reception and as administrative assistant in medical offices with exceptional verbal and written communication skills, attention to detail and ability to multi-task.

Professional attitude providing excellent customer service with patience, attentive listening, respect for patients and staff.

Flexible, responsible, efficient and capable, quick learner, ability to gather and extract information and give advice.

**Professional Experience:**

**Action Figures and Ovation Event Staffing 2013**

**Temporary Keynote Session/Room Monitor/Directional** for Oracle and VM World Conventions

**Macy's, San Francisco 2012 to 2013**

**Holiday Sales Associate**

Sold women's clothing, assisted customers with clothes choices, made suggestions for styles and sizes, used cash register for sales transactions and answered phone inquiries.

**Centered Body Pilates, San Francisco 2010 to 2011**

**Office Assistant**

Temporary on call for distribution of flyers and mass mailings. Writing and marketing assistance.

**US Census Bureau 2010 to 2010**

**Enumerator**

Temporary for Census which consisted of planning my own work schedule after receiving assignment. Using persistence and patience was able to connect to residents, explain the purpose of, and conduct the interview. Recorded data and followed strict guidelines. Kept accurate work records and followed through with my supervisor.

**Self Employed Dog Sitter/Walker 2006 to Present**

**VSA (Veterinary Surgical Associates) 2000 to 2001**

**Client Service Coordinator**

Client intake of emotional pet parents which required empathy and tact, scheduling surgery, collecting payment, cash handling and end of day reconciliation. Answered phones and tallied employee payroll hours. Occasional back office help.

**Pacific Pediatrics Medical Group, San Francisco 1990-2000**

**Receptionist**

Ten years medical reception experience in busy pediatric office including client intake, appointment scheduling, phones, transcription. Possess excellent communication skills with patients, other doctors, laboratories, vendors. Trained new employees in filing and phone work. Ability to listen well and extract key information from patients regarding their needs while working under pressure.

**BA English SF State University, San Francisco**

**AA Assistance Dog Education, Bergin University of Canine Studies 2003**