

ASHLEY MOUTON

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#### CAREER PROFILE

Over 9 years experience creating customer service excellence including: assisting diverse types of people and providing efficient, courteous and personalized customer service excellence; developing good rapport with new and returning clients; answering multi-line telephone systems, taking messages and giving information in a professional manner; planning events for all occasions; designing marketing plans and coordinating customer events; effectively handling incoming/outgoing mail and distributing mail to the various departments; publishing and creating advertising materials; scheduling appointments and coordinating calendars; composing correspondence with minimal instructions; drawing up proposals and invoices; carrying out instructions and asking for clarification when needed; handling high volumes of detailed work with accuracy; analyzing issues, situations, procedures and developing effective solutions. Technical skills include working

knowledge of Microsoft Office Suite, Publisher, Windows, Media Player, Internet, E-mail, multi-line telephone system, fax & photocopy machines.

Objective: Looking for the greatest opportunity to work as veterinary assistant for a reputed company.

#### Skills:

- \* Able to obtain and record patient case histories.
- \* Ability to provide specialized nursing care.
- \* Ability to maintain and stock medicines and supplies.
- \* Able to prepare animals, equipments and instruments for surgery.
- \* Able to supervise and train practice personnel.
- \* Excellent ability to collect specimens and perform laboratory procedures.
- \* Responsible for other duties as assigned.

#### PROFESSIONAL EXPERIENCE

2006-2012

Ink addiction

- Answered phones set appointments
- in charge of jewelry and t-shirt sales
- Ordered different merchandise that the company needed
- Kept the tattoo shop clean swept mop and vacuumed as needed

MDA Association

2013-2014

- Call center rep
- Non-profit-
- Incoming and outgoing calls
- Fundraisers

Banfield Pet Hospital , Richmond , CA

2008-2011

- Performed duties as an entry level Vet Tech
- Client Service Coordinator answering phones and taking messages for the Veterinarian Pharmacist
- Filled prescriptions prescribed by the vet
- Checked in clients for appointments and accepted new clientele
- Processed paperwork for insurance wellness plans for pets
- Monitored severe cases and regular appointments
- Prepared rooms for surgery and assisted in dental cleanings

- Mary's House , San Bruno, CA  
2014

2007-

- Dishwasher, food prep
- Performed patient care in a long term, geriatric care center
- Hospice and terminally ill care of patients and families
- Responsible for patient care of 13 bed unit
- Bathing and care of patients
- Charted and documented activities
- Direct care of patients Educated patients for home care and discharge planning Operated and maintained monitors of bio-medical equipment Medical terminology and medication administration skills Maintained sterile fields and application of dressings Catheter, IV, and suctioning training Charting and documentation of patient care Acute and chronic care experience

#### QUALIFICATIONS

- \* Outstanding communication, presentation, and sales skills
- \* Strong ability in personnel interviewing, training, and motivating Skilled in organization and office procedures
- \* Ability to achieve immediate and long-term goals and meet operational deadlines

#### EXPERIENCE

Cash 1 Pleasant Hill CA

- \* Planned successful marketing and advertising strategies targeting and developing new bringing more businesses and greater economic support to the city 2005
- \* Expanded customer base through a variety of effective sales techniques
- \* Delivered convincing oral sales presentations to upper management of major companies
- \* Effectively coordinated the hiring of subcontractors and monitored their performance

#### VOLUNTEER WORK

Berkeley Humane Society, Berkeley , CA

2002-2004

Answered telephones, filed documents, created files for new patients, designed marketing plans and coordinated customer events, handled incoming/outgoing mail and distributed mail to various departments.

#### EDUCATION

Heald College

General Studies

2007-2008

El Cerrito High School

Diploma

2004

References available upon request