

Stephanie Calderon

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Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Receptionist

Mile Square Animal Hospital - Fountain Valley, CA

June 2019 to July 2022

- Take client's prescription orders and refills
- Arrange appointments throughout the day
- Prepare same day and next day charts
- Answer multiple phone lines
- Order sympathy cards
- Send out reminder postcards
- Close out cash register at the end of the day
- Hold the patient and assist the veterinarian
- Fill controlled substances
- Thoroughly clean the Animal Hospital - vacuum, mop, clean windows, take out trash, sanitize counters, and deep clean the bathroom
- Faxed, copied, and scanned documents
- Documented financial data
- Collected and processed cash/checks/credit/debit payments
- Checked in patients
- Greeted clients as they entered
- Kept up-to-date records on vaccines

Receptionist/Key Holder

IRVINE VETERINARY SERVICES - Irvine, CA

October 2017 to June 2019

- Greet every customer that walks through the door.
- Check in clients for emergency treatment, wellness treatment, boarding, and grooming.
- Weigh dogs/cats and get medical history for the doctor.
- Go over a treatment plan and pricing with the client before taking the patient to the treatment area.
- Cash out clients.
- Prepare next day paperwork.
- Answer multiple phone lines and make medical, boarding, and grooming appointments.
- Restock supplies and food.
- Fill and release medication to the clients.
- Open building with the key to start the day
- Make sure everything is shut down completely before the alarm is set to close at the end of the day

Business Insurance Account Manager

Farmers Insurance Group - Fountain Valley, CA

August 2016 to October 2017

- Manage business insurance accounts.
- Quote and bind business insurance policies.
- Answer phones and give exceptional customer service.
- Email certificates of insurance and endorsements for business insurance.
- Occasionally assist coworkers with auto insurance policies

Guest Services/ Attractions Associate

Irvine Company - Irvine, CA

June 2007 to July 2016

- In charge of handling and balancing several cash amounts throughout the day
- Promoted and relayed information about several company services including Irvine Company's apartment community, fashion week and other shopping centers
- Operated and loaded the Giant Wheel
- Shuttled mall employees to their store/restaurant destination
- Operated the Carousel
- Directed mall guests to the correct direction of their destination
- Drove and operated the Kiddie train
- Sold attraction tickets
- Sold Irvine Spectrum Center gift cards
- Sold Disneyland tickets
- Summer lead - assigned workers in a position and supervised during their shift, handled customer concerns or complaints, in charge of end of day spreadsheet for financial data and record bookkeeping

Receptionist

Mariner's mile pet clinic - Newport Beach, CA

August 2014 to July 2015

- Answer phones and schedule appointments
- Handle cash/credit transactions
- Prepare patient charts
- Weigh dogs and check them into a room for the doctor
- Complete weekly controlled substance logs
- Prepare invoices and assist clients with flea medication and prescription foods
- Greeted visitors as they entered

Party Attendant/ Party Coordinator

Pump It Up - Irvine, CA

August 2005 to June 2014

- Communicated directly to parents about their birthday party of set-up in the party room where guests eat
- Blow up balloons, set-up and decorate the party room, cut birthday cakes, serve food to guests, and clean and sanitize the party room after each party
- Gave effective service to the guests making sure that they felt comfortable during their stay
- Supervised children in the play arena as a party attendant

Cashier

Sizzler - Lake Forest, CA
October 2006 to August 2007

- Was in charge of handling and balancing several cash amounts throughout the day
- Stocked clean plates, cups, and utensils before serving customers
- Took food and drink orders from customers
- Counted out cash drawers
- Stocked shelves

Dog Walker/ Pet Adoption Volunteer

PetSmart - Fountain Valley, CA
2004 to 2005

- Walked and played with dogs up for adoption
- Clean cat cages
- Communicated and encouraged others to adopt a pet

Education

Bachelor of Arts in Sociology

California State University of San Bernardino

Skills

- Pet Care (10+ years)
- Event Planning (9 years)
- Animal Care (10+ years)
- Front Desk (8 years)
- Guest Services (10+ years)
- Time Management (10+ years)
- English (10+ years)
- Clerical experience (7 years)
- Typing (10+ years)
- Administration (7 years)
- Multi-line Phone Systems (7 years)
- Cash Handling (10+ years)
- Veterinary Assistant
- Customer service
- Phone etiquette
- Organizational skills
- Time management
- Sales