

Marian Bynum

Veterinary Receptionist

Fairview, NC 28730

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Authorized to work in the US for any employer

Work Experience

Client Service Representative/ Vet Tech

Haw Creek Animal Services - Asheville, NC

April 2018 to May 2020

Client Services Receptionist, booking appointments, checking clients in and out, handling client issues and complaints, managing answering multi-line phones, scanning and faxing documents to include attaching to client files, selling prevention products and pet foods. Substitute veterinary technician when staffing is short with most all necessary technician tasks. Also assisted practice manager with ordering hospital supplies, payroll when needed and coordinated ordering staff uniforms and name badges, as well as setting up receptionist standard procedures and polices for staffing to follow.

Veterinary Software systems I have used include:

Avimark

IntraVet

Cornerstone

Other Software Includes:

Excel and Word

Client Services/Veterinary Assistant

White Oak Hospital - Fletcher, NC

March 2017 to June 2018

Work in client services checking clients in and out, answer phones and schedule appointments, scan and attach documents, fax, sell prevention products and pet foods. Assist in the treatment area with restraining and x-rays. Maintain cleanliness of the hospital.

Veterinary Assistant/Animal Caretaker

Western Carolina Animal Hospital - Flat Rock, NC

August 2014 to January 2017

Worked closely with veterinarians and technicians to provide emergency care. Mostly worked overnights and weekends with some occasional day and evening coverage for relief. Duties included assisting with procedures restraining animals, taking care of animals in ICU and Isolation when RVT was busy, monitoring cardiac and anesthesia equipment, cleaning surgical instruments, walking and caring for animals, assessing emergencies when clients brought animals in at night, maintaining cleanliness of the hospital, checking clients in and out on the overnight shifts. Trained new assistants as they were hired.

Quality Assurance

Walt Disney World - Tampa, FL

September 1995 to April 2001

At the opening of the Walt Disney Reservation Center in Tampa, FL I was a Reservation Agent and booked reservations and made travel arrangements for guests. Promoted to Quality Assurance Coach and then on to Quality Assurance Management. Taught customer service guidelines and managed on the floor reservation agents for quality assurance standards. Managed up to 200 reservation agents on the floor, trained, monitored calls and insured quality guidelines were followed. Helped develop new training tools for new employees and continued training of the members on my team.

Customer Service/ Billing Specialist

GTE - Tampa, FL

November 1993 to September 1995

I was responsible for handling billing questions and concerns for the customer. Made billing arrangements and corrected billing errors on customer accounts. Also, discussed and sold customers telephone services offered to residential customers. Developed a sales matrix for customer service representatives to use while talking to customers which the company adopted and used as a training and informational tool for representatives.

Respiratory Therapist

Many Hospitals throughout the USA

1976 to 1993

I was a Registered Respiratory Therapist for many years working at many hospitals throughout the country. I was married and my husband was a United States Marine and I worked at the hospitals in the areas we were stationed. I specialized in Critical Care and Trauma. I was fortunate enough to work at some of the best hospitals in the country over the years. Below is a list of some of those hospitals.

Craven Community Hospital New Bern, NC

Onslow Memorial Hospital Jacksonville, NC

University of TX Hospital Houston, TX (Ben Taube) MD Anderson Cancer Hospital Houston, TX University Hospital Houston, TX St. Mary's Hospital Galveston, TX Prince William Co. Hospital Dale City, VA Mount Vernon Hospital Alexandria, VA George Washington University Hospital Washington, DC

Education

Associate of Science in Respiratory Therapy

California College of Respiratory - San Diego, CA

Business Administration

Coastal Carolina Comm. College - Jacksonville, NC

Business Administration

Craven Community College - New Bern, NC

Skills

- Front desk
- Customer service
- Veterinary Assistant
- Animal Restraint

- Animal Care
- Kennel Experience
- Medication Administration
- Hospital Experience
- ICU Experience
- Critical Care Experience
- Patient Care
- Animal Handling
- Medical Imaging

Assessments

Basic attention to detail — Proficient

June 2021

Identifying differences in materials, following instructions, and detecting details among distracting information

Full results: [Proficient](#)

Customer focus & orientation — Expert

June 2021

Responding to customer situations with sensitivity

Full results: [Expert](#)

Medical billing — Familiar

May 2021

Understanding the procedures and forms used for medical billing

Full results: [Familiar](#)

Work style: Reliability — Proficient

October 2019

Tendency to be dependable and come to work

Full results: [Proficient](#)

Customer service — Familiar

October 2019

Identifying and resolving common customer issues.

Full results: [Familiar](#)

Administrative assistant/receptionist — Familiar

May 2020

Using basic scheduling and organizational skills in an office setting.

Full results: [Familiar](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

Additional Information

Respiratory Therapist. More recently I have worked as a Veterinary Assistant at Western Carolina Regional Animal Hospital in Flat Rock, NC and Client Service Receptionist/Veterinary Assistant White Oak Veterinary Hospital. Currently working as Client Service Receptionist/ Substitute and fill in Vet Tech. I have owned and operated my own businesses and I have worked in the customer service field as well. I was in management as a Quality Assurance Specialist with Walt Disney World for 6 years and was recognized company wide for my contributions.