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| **Ana Velasquez** | Weston, FL  **(954) 934 6509 anamvela19@gmail.com** |

# EXPERIENCE

**Weston Lakes Animal Hospital**— *Front Desk Representative*

June 2021- PRESENT

Answer phones in a professional manner, providing answers when possible and transferring calls or taking messages when needed

Performed clerical work such as typing prescriptions, printing, sending emails to clients, and scanning documents to appropriate files.

Responsible for greeting clients, managing schedule book, and alerting responsible tech of attendance

Take correct payments or deposits for client’s day treatment

**Trujillo Medical Center**— *Front Desk Representative*

June 2020- February 2021

Responsible for greeting clients and managing schedule book

Verify patients’ insurance through Availity for upcoming appointments

Performed clerical work such as typing documents, printing, sending emails to patients, and scanning documents and assign to doctor accordingly

Maintained a customer account information database (incl. canceling and updating patient account) through E-clinicals

**Wings In Weston**— *Customer Service / Manager*

August 2016 - November 2019

Efficiently managed clientele daily to promote high-quality customer service

Lead restaurant management team through performance, engagement, and training initiatives

Manage budget to meet restaurant profitable goals

Responsible of opening and closing register to keep track of budget

# EDUCATION

**Embry Riddle Aeronautical University**— *MS in Human Factors in Aviation*

May 2023 – June 2025

**Florida International University**— *BA in Psychology*

January 2021 - December 2022

**Broward College**— *AA in Criminal Justice*

August 2016 - December 2020

**Western High School**— *General Education*

August 2012 - May 2016

# SKILLS

* Multitasking
* Proficient in Microsoft Office Suite
* Well orientated
* Active Listener
* Communication
* Customer Service Skills
* Open Mindedness
* Eclinical and Avimark experience

# LANGUAGES

English

Spanish