

Daniella Townson
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Highlights of Qualifications

- Experienced veterinary administrative and retail customer service professional
- Proficient in industry specific billing and scheduling software—Hospital and Veterinary Management System (HMVS) and AVImark
- Advanced communication skills gained through report writing and customer interactions
- **Technical Skills:** Microscopy, Western blotting techniques, use of spectrophotometers and gas chromatographic-mass spectrometer instruments

Relevant Skills and Experience

Animal Care Attendant May 2018—Sept 2018

Ontario Society for the Prevention of Cruelty to Animals

- Administered vaccinations and medicine; Input and analyzed test results
- Quarantined and monitored sick animals; Kept detailed accounts of their conditions for veterinary staff
- Sterilized animal care rooms and equipment to meet health standards
- Organized the filing system creating two additional hours of staff time daily
- Managed reception duties including intake and adoption of animals and phone attendance

Pet Shop Associate May 2018—Sept 2018

The Pet Shoppe

- Audited store inventory and maintained availability of over 50 products
- Prioritized animal cleanliness through daily grooming of adoptable pets

Veterinary Assistant Dec 2017—March 2018

Beeton Veterinary Clinic

- Performed administrative duties including admitting and discharging 50 + patients weekly
- Administered surgery anaesthesia and took diagnostic-quality radiographs
- Prepared medications and completed compliance documentation
- Compiled samples for delivery to labs and performed in-house diagnostics

Farm Hand Oct 2017—Jan 2018

Chesslan Dairy Farm

- Executed morning milking and daily chores; maintained sanitary state in milk room

Crew Trainer Feb 2017—Aug 2018

Tim Hortons

- Received 18 perfect customer service “secret shopper” reports, highest amount in store
- Trained over 20 new staff members and provided instruction on their duties

Education

Bachelor of Science: Animal Biology

(Expected) 2019 University of Guelph, ON