

Ericka K. Haines

210 Colorado Trail , Browns Mills, NJ 08015

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Professional Summary

Experienced veterinary professional managing a multi doctor hospital, scheduling staff, maintaining professional partnerships with non-profit shelters and rescue groups. Accustomed to working within tight budgets, schedules, and time. Highly organized, hardworking, and dedicated to the well being of all types of animals and families.

Skills

- Maintain multifaceted professional and client based relationships.
- Coordinate groups, events, and schedules
- Establish policies and protocols for multi-animal veterinary clinics
- Business operation management
- Experienced in stressful situations
- Manage Budget and Inventory for veterinary clinics
- Clinical care oversight
- OSHA Coordinator

Experience

01/2013 to Current **Practice Manager**

Yardville Animal Hospital - Trenton, NJ

- Monitored medical services to assess the quality of care and the appropriate allocation of resources.
- Reviewed the incoming orders and assigned work to the [Job title]s to maintain a demanding schedule.
- Assist doctors in surgery, appointments, and treatment procedures
- Responsible for organizing and managing non-profit shelter/rescue relationships
- Developed and updated computerized records management systems to

effectively store, process and report on medical data.

- Established and enforced organizational policies to keep operations in line with the facility's standards and regulatory requirements.
- Interviewed, hired, and oriented staff and managed ongoing staff development initiatives.
- Created an innovative evidence-based training program focused on patient relationship, patient and animal education, medication use, and other topics.
- Kept inventory levels optimized and supplies organized for forecasted demands.
- Guided visitors to staff members and business locations with warm, personable approach.
- Managed communications between team members, veterinary doctors, customers and vendors to keep operations efficient and successful.

07/2003 to Current **Veterinary Technician**

Robbinsville Veterinary Clinic - Robbinsville Township, NJ

- Dressed and sutured wounds, applied splints and checked the post-surgical sites for signs of infection.
- Administered anesthesia and monitored the animal's responses to proactively adjust the dosages.
- Organized the office's master calendar for appointments and procedures.
- Created an innovative evidence-based training program focused on patient relationship, patient and animal education, medication use, and other topics.
- Kept inventory levels optimized and supplies organized for forecasted demands.
- Guided visitors to staff members and business locations with warm, personable approach.
- Managed communications between team members, veterinary doctors, customers and vendors to keep operations efficient and successful.

04/2000 to 01/2013 **Senior Veterinary Technician/Clinic Manager**

Cream Ridge Pet Care Center - Cream Ridge , NJ

- Kept inventory levels optimized and supplies organized for forecasted demands.
- Guided visitors to staff members and business locations with warm, personable approach.

- Managed communications between team members, veterinary doctors, customers and vendors to keep operations efficient and successful.
- Administered anesthesia and monitored the animal's responses to proactively adjust the dosages.
- Maintained clean kennels, animal holding areas and surgical suites to minimize the spread of communicable diseases.
- Created an innovative evidence-based training program focused on patient relationship, patient and animal education, medication use, and other topics.
- Recruited, hired and trained top-quality candidates to elevate the team's performance and long-term success.
- Recommended renovations in clinic to improve patient flow and staff circulation.
- Lead teams through routine operations and unexpected challenges with strong decision-making skills and expert knowledge.

05/1999 to 04/2000 **Receptionist**

Voorhees Veterinary Clinic - Voorhees , NJ

- Managed incoming and outgoing mail and deliveries to support efficient office operations.
- Set up meeting spaces, organized supporting materials and secured services such as catering for longer conferences.
- Greeted every visitor with a friendly smile and an immediate offer of knowledgeable assistance.

Education

05/1999

Associate of Science: Psychology

Burlington County College - Pemberton, NJ