



MICHAEL ANDERSON

VETERINARY PROGRAM COORDINATOR

CONTACT

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-  San Francisco, CA

SKILLS

- clinical practice
- staff training
- program development
- client education
- operational efficiency
- partnership management

LANGUAGES

- English
- Spanish
- French

EDUCATION

ASSOCIATE OF APPLIED SCIENCE IN
VETERINARY TECHNOLOGY, PENN
FOSTER COLLEGE, 2011

ACHIEVEMENTS

- Recognized for outstanding service by the Veterinary Medical Association in 2020.
- Implemented a client feedback system that improved service ratings by 25%.
- Secured a grant for a community spay/neuter program serving low-income families.

PROFILE

Experienced Veterinary Program Coordinator with a strong background in clinical veterinary practice and animal care management. Over 10 years of experience in veterinary hospitals, focusing on program development, client education, and team leadership. I have successfully developed and led training programs for staff and volunteers, enhancing service delivery and animal care standards.

EXPERIENCE

VETERINARY PROGRAM COORDINATOR

Healthy Paws Veterinary Clinic

2016 - Present

- Oversaw the implementation of a new patient care program that reduced wait times by 20%.
- Trained staff on best practices in animal care and customer service, improving client satisfaction scores.
- Developed and maintained partnerships with local animal rescue organizations.
- Managed inventory and supply procurement, reducing costs by 15%.
- Implemented digital record-keeping, increasing efficiency in patient management.
- Led monthly workshops for pet owners on preventative care and nutrition.

VETERINARY TECHNICIAN

Compassionate Care Veterinary Hospital

2014 - 2016

- Assisted veterinarians in surgical procedures, ensuring compliance with safety standards.
- Managed patient intake, including history taking and physical examinations.
- Educated clients on post-operative care and pet health maintenance.
- Maintained accurate medical records and handled billing processes.
- Trained new employees on clinic protocols and procedures.
- Participated in community outreach events to promote responsible pet ownership.