

ASHLEY SKILLING-
BURLINGHAM R.V.T

CONTACT

Fergus, Ontario
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PROFILE

Highly reliable, effective and collaborative leader dedicated to partnering with co-workers and fostering an engaged, empowering and productive work culture. A natural people person who enjoys bringing out the best in team members, establishing consensus and capacity in others to get things done in a fast-paced and high-volume environment. Manages workflow and multiple tasks simultaneously by prioritizing effectively, delegating strategically, using time efficiently and maintaining organization. Quickly builds rapport and relationships with clients and other stakeholders that drives client loyalty and repeat business.

SKILLS

Training and Mentoring
Staff Management
Process Improvement
Operations Management
Schedule Development
Customer Service
Change Management

EXPERIENCE

Supervisor of Patient Care and service Delivery

University of Guelph, OVC HSC

2020-2023

Applied strong leadership talents and critical thinking skills to maintain team efficiency and organize workflows. Mentored newly hired employees on efficiency and safety as well as developed a training manual to use for reference. Evaluated employee performance and coached and trained to improve

EDUCATION

University of Guelph,
Ridgetown Campus

1996-1998

Associate Diploma in
Veterinary Technology

Humber College, Toronto
Diploma in Hotel and
Restaurant Management

weak areas in a unionized environment. Monitored workflow to improve employee time management and increase productivity. Created successful work schedules for the team to maintain deadlines and full staff shifts. Manages customer complaints and resolved issues in a timely manner. Solicited feedback to identify and improve areas of weakness.

Registered Veterinary technician Shift Supervisor.

Eldale Veterinary Clinic - Elmira, Ontario

2013-2020

Trained new employees and delegated daily tasks and responsibilities. Completed clinic opening and closing procedures to ensure safety. Completed cash and credit card transactions accurately using POS software. Trouble shot equipment to reduce service calls and down time. Created reports to streamline follow up with clients. Increased customer satisfaction and grew business by maintaining close relationships with customers. Resolved customer complaints and issues and offered thoughtful solutions to maintain customer satisfaction.

Registered Veterinary Technician

Laurelwood Veterinary Hospital - Waterloo, Ontario

2007-2013

Interacted with clients regarding animal health, questions and concerns, education on treatment protocol and general procedures. Triage incoming patients to determine treatment needs and urgency. Prepared surgical instrument packs and drapes for use in sterile environment. Performed laboratory tests and relayed results to Veterinarian. Filed daily progress records, surgery logs, X-ray logs, narcotics logs, and routine records. Designed and created client educational materials and marketing of hospital services. Worked collaboratively in a team environment.

Volunteer Experience:

2022-present. Civilian Volunteer with the 492 Lorne Scots Royal Canadian Army Cadet Core, Fergus Ontario

Certifications:

Worker's health and Safety Certification level 1 and Level 2
First aid and CPR/AED certified.

Associations:

Member in good standing with the Ontario Association of
Veterinary Technicians.

