

MS

Michael Sims

Professional Summary

Experienced and versatile professional with a strong background in animal health, office administration, customer service, and management. Proficient in handling and caring for animals, demonstrating comfort and skill in controlling and calming various species. Adept at providing high-quality care in diverse settings. Skilled in fast-paced office environments, efficiently handling clerical tasks, supporting staff, and working independently. Demonstrates punctuality, responsibility, and productivity. Expert in customer engagement, able to recommend products tailored to individual needs, manage transactions, and maintain accurate records. An effective manager, known for excellent leadership, planning, and organizational skills. Proven ability to train and mentor teams, ensuring smooth operations and meeting customer demands. Driven by goals and a results-oriented approach.

Work History

Active Duty Army - Animal Care Specialist

Fayetteville, AR

02/2019 - Current

- Administered medications to animals in treatment and documented changes in condition.
- Prepared and administered medications and treatments as prescribed by veterinarian.
- Performed basic wound care and other medical aid, working with veterinarians to handle advanced cases.
- Consulted with veterinarians to diagnose problems and administered prescribed treatments.

CHI St. Vincent - ER Registrar

Hot Springs, AR

09/2017 - 02/2019

- Registered and verified patient records before triage with most up-to-date information.
- Processed medical insurance claims and payments.
- Conducted patient intake interviews, recording and documenting relevant information.

✉ mrsims@uark.edu

📍 Rogers, AR 72758

🔗 [Bold Profile](#)

Education

Expected in 05/2024

University of Arkansas, Fayetteville

Fayetteville, AR

No Degree: Interdisciplinary Studies

National Park College

Hot Springs, AR

No Degree: Biology

Skills

- Medication Administration
- Test Sample Collection
- Vaccine Administration
- Surgery Preparation
- Animal Care
- Animal Examinations
- Critical Thinking
- Decision-Making
- Marketing
- Strategic Planning
- Operations Management
- Insurance Verification
- Medical Billing
- Medical Coding
- Data Entry
- Electronic Recordkeeping
- Medical Terminology
- Product Sales
- Client Account Management
- Sales Development

Hog Wild Events - Manager

Hot Springs, AR

04/2012 - 02/2019

- Managed and motivated employees to be productive and engaged in work.
- Maintained professional, organized, and safe environment for employees and patrons.
- Monitored and analyzed business performance to identify areas of improvement and make necessary adjustments.
- Developed and maintained relationships with customers and suppliers through account development.

Kays Jewelers - Sales Associate

Hot Springs, AR

10/2017 - 02/2019

- Engaged with customers to build rapport and loyalty.
- Maintained calm demeanor and professionally managed issues in busy, high-stress situations.
- Provided exceptional services and pleasant shopping experiences to retail customers.

PLMarketing - Instore Retail/Merchandise Associate

Hot Springs, AR

10/2015 - 04/2018

- Removed damaged, out-of-code, not-in-set and discontinued items from displays.
- Answered customer questions regarding store merchandise, department information, and pricing.
- Designed displays to deliver interactive, engaging, and memorable store experiences for shoppers.
- Stocked merchandise, clearly labeling items, and arranging according to size or color.

Papa John's - Delivery Driver

Hot Springs, AR

11/2016 - 01/2018

- Delivered packages to customer doorsteps and business offices.
- Maintained upbeat, positive attitude in busy, customer-focused environment.
- Completed rush deliveries on tight timetables to satisfy customer needs.