

Nicole Taylor

1-410-610-4189 | nicolestaylor13@gmail.com



American	US Passport
Health	Non-smoker, fully vaccinated, no tattoos
Driver license	Clean Maryland car license
Languages (fluent)	English
Location	Fort Lauderdale, FL

Excited to begin a new adventure combining my love of the water and taking care of others. I look forward to learning and working with your high performing and collaborative team.

Qualifications

STCW Basic Training
Security Awareness
Crowd Management

Yacht Interior Service Level 1
ENG1

Skills

- o Skilled multitasker
- o Exceptional verbal and written communication skills
- o Ability to work with multiple personalities
- o Easily adapt to new protocols and situations
- o Proficient in Microsoft Word
- o Photography
- o Strong organization skills, attention to detail, prioritization
- o Strong ability to work with and diffuse unhappy clients
- o Show compassion to all
- o Child & Animal care
- o Cooking & hand sewing
- o Housekeeping
- o Fishing

Work Experience

*May 2008 - present Hoffman Animal Hospital, Annapolis, MD
Client Service Representative*

Triage multiple phone lines, patients and incoming clients; Responsible for client appointments and questions via phone and email; Maintaining timely flow within the hospital between patients, clients, doctors and technicians, while maintaining the highest standard of care; Execute client billing and data entry for medical records including accounts receivable; Collect lab specimens from owners and submit samples; Properly retrain and handle pets; fill in as kennel technician/doggy daycare attendant when needed; Responsible for daily file backups for the hospital; Approve/decline/fill prescription medication and prescription diet refill requests; Inventory and personnel management including organizing staff meetings; Reorder office and kitchen/cleaning supplies as needed; Housekeeping;

Keep calm and professional in stressful situations and emergencies; Diffuse difficult situations and clients; Discuss quality of life, euthanasia and cremation services compassionately.

2006 - 2008

*Online Superstore, LLC, Geneva, FL
Warehouse picker / packer and customer support*

Responsibilities include picking products from warehouse; Pack boxes and prepare for UPS or USPS shipping; Create UPS labels; Responsible for quick book data entry; Track damaged packages to get reimbursement; Answer phone and provide customer support with products and placing orders.

2004 - 2005

Nanny, Arnold, MD

Care for one baby and one toddler while the mother worked from home; Wash, dry and fold laundry; general housekeeping duties; Drive to preschool for drop off and pick up, and kids club; Change diapers and handled potty training; Entertained the children with educational activities both indoors and outdoors; Responsible for preparing and feeding healthy meals and nap times.

Other Work Experience

Provided support for family-owned charter boat fishing business. This includes but is not limited to completing required fishing logs and other documentation required by the state.

About me

As the mother of two now grown adults I have always worked hard to nurture their lives. Keeping my work and family balanced has been healthy and positive. When I stepped away from my position, it was humbling to find my personal email flooded with many letters of love and encouragement from clients letting me know how I have touched their lives in a special way.

References

*Character Reference: John Gorman, Captain | S/Y Tellstar,
1-443-603-5449, johncgorman10@gmail.com*

*Work Reference: Dr. Jennifer Greenwood
1-217-621-4181, jgreenwood625@gmail.com*

*Work Reference: Dr. Liesl Wheeler
1-410-212-3066, lwyak@aol.com*

*Work Reference: Ms. Leigh Ann Elliott
1-410-271-3582, inkspot3@verizon.net*

*Work Reference: Ms. Charity Fletcher
1-667-335-1879, charityfhah@gmail.com*