

## Mike Barskey

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### Professional Traits

- Self-motivated
- Organized
- Solution-oriented
- Professional and amiable
- Skilled communicator
- Effective working autonomously and collaboratively
- Provider of superlative customer service and hospitality
- Focused on detail, efficiency, and accuracy
- Logical problem solver
- Proficient with Microsoft Office and very computer-savvy

### Experience

#### **Stoney Brook Veterinary Hospital: 2019 - present; Hospital Manager**

- Ensure solid infrastructure so hospital can maintain the highest standards of client satisfaction and patient care, and be an enjoyable place to work
- Pharmacy: controlled substance ordering, logging, and auditing; created Pharmacy Tech role and responsibilities; fill in as Pharmacy Tech when short-staffed
- Human Resources: hiring and onboarding, performance reviews, terminations
- IT/Tech support: software, hardware, printers, telephones
- Inventory: ordering, receiving, auditing
- Staff: scheduling, conducting staff and team meetings
- Training: overseeing staff training, creating reference and how-to documentation
- Finances: Accounts Receivable, Accounts Payable, reviewing Statement of Operations and other financial reports to determine opportunities for growth and areas for focused improvement
- Goals: setting and achieving goals, monitoring and maintaining staff engagement
- Creating tools to accommodate hospital needs (e.g., spreadsheets, custom-designed software for communication and efficiency)
- Marketing and social media

#### **Small Animal Veterinary Emergency and Specialty (SAVES): 2014 - 2019; Client Care Supervisor**

- Cared for clients' needs, answered phones, scheduled appointments, processed payments, balanced financial transactions, prepared patient documentation
- Displayed the highest standards of customer service, professionalism, compassion, and positivity to ensure clients were as delighted as possible to have done business with us
- Organized and headed staff meetings to disseminate new information, train on new procedures, facilitate multi-directional communication, and encourage staff participation in continuously improving hospitality as well as the workplace environment
- Created documentation, training materials, and tools to assure accuracy and efficiency
- Multitasked in a busy and stressful environment, re-prioritizing and accommodating each client's needs as they changed during each visit
- Volunteered for additional responsibilities including Accounts Receivable Liaison, Accounts Payable Liaison, Safety Liaison, On-site Orientation Liaison, and Social Media Liaison
- Maintained clear, concise, and consistent communication between colleagues/departments
- Managed relationships of both internal and external clients via constructive and cooperative communication

#### **Federal Express: 2012 - 2016; Operations Manager, Trainer, Package Handler**

- Supervised staff of 15-30, including performing human resource needs as well as, scheduling, training, safety and policy compliance, and goal attainment

- Managed workflow and assigned employees to positions to ensure efficient operation, minimize cost, and maximize quality of service and customer satisfaction
- Lead daily planning and engagement meetings, ensuring constant communication and understanding of goals
- Trained new employees and ensured that all employees remained current on standards and procedures

***Northeast Credit Union:* 2015 to 2016; **Teller (through Temp Agency)****

- Assured members' financial needs are met quickly, professionally, and with a happy and friendly disposition
- Maintained security of inventory and member information, per federal regulations and institution policies
- Northeast Credit Union offered a raise and permanent position at end of temporary contract, and offered a higher permanent position a year later if I'd return

***Independent Contractor:* 2009 - 2014**

- Conducted quality assurance testing of educational software at multiple project milestones
- Parsed and prepared complex Photoshop source files into resource images for software developers
- Home construction: framing, cement, plumbing, electrical, windows/doors, flooring, roofing, etc.

***Seattle Technology Group, Inc.:* 2001 - 2009; **Customer Support and Training, Web Development****

- Performed comprehensive on-site training and software-configuration for new clients
- Maintained positive professional relationships with ~30 clients, improving company's reputation in the industry and increasing word-of-mouth marketing
- Supported proprietary software (installation, configuration, use, and troubleshooting) as well as other technical issues as they arose (e.g., network issues, printer problems, Microsoft Office, MSSQL and Oracle backends)
- Designed custom Crystal Reports packages to meet each client's unique needs, improving clients' efficiency
- Wrote product documentation and support materials, increasing resources for clients and support team
- Created company's first web product, introducing new income stream and paving the way for new client base

**Education**

***University of California, Irvine:* 1989 - 1991**

- Two years of study towards a Bachelor's Degree in Psychology