

# AMBER GEORGE

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## SUMMARY

An analytical and efficient software manager, who has grand experience in veterinary medicine, designing and implementing components, diagnosing, and repairing problems, investigating data records, planning, and conducting meetings, hiring new employees, creating new policies and procedures, and integrating needs. Utilizes excellent interpersonal skills to liaise with customers, communicate with vendors, train, and supervise new hires, and coordinate with senior leadership. A proven aptitude for resolving issues, driving successful data cleanup activities, and consistently exceeding client and company expectations.

## EXPERIENCE

MISSION VETERINARY PARTNERS, Southfield, Michigan

**Senior Implementation Support & Training Specialist, 2019-2023**

- Created SOPs and clinic job aids on many topics for clinic users and home office specialist training.
- Promoted all levels of management training.
- Diagnosed, troubleshoot, and resolved system setup and usage issues.
- Investigated incorrect data recording issues from systems.
- Proposed plan and supported implementation for fixing data recording issues.
- Scheduled integration needs from vendor support to implementation training.
- Supported over 300 hospitals via inbound web-based help desk ticket system.
- Planned and conducted meetings and events.
- Implemented and created policies and procedures.

VETCOR, Norwell, Massachusetts

**IT Software Support and Field Trainer, 2010-2019**

- Converted practice management software.
- Conducted off-site staff training two to three weeks in advance before going live.
- Worked with Chief of Staff, Associate Veterinarians, and hospital and regional management.
- Converted over 220 hospitals.
- Reviewed help desk tickets.
- Assisted practices remotely with printer and computer issues.
- Installed new computers and printers.
- Managed over 1K remote users and over 4K computers, using LogMeIn.
- Updated hardware and software for all hospitals.

## ADDITIONAL EXPERIENCE

VETCOR, BEACH PARK ANIMAL HOSPITAL, Beach Park, Illinois, **Hospital Manager, 2009-2010.**

BLUE SPRINGS ANIMAL CLINIC, Orange City, Florida, **Veterinary Practice Manager and Technician, 2003-2009.**

DIRECT MARKETING FIRM DS-MAX, Orlando and Miami, Florida, **Outside Sales Representative, 2001-2003.**

SHEELER ROAD ANIMAL HOSPITAL, Apopka, Florida, **Veterinary Assistant and Kennel Manager, 1999-2001.**

## EDUCATION

WEST ORANGE HIGH SCHOOL, Winter Garden, Florida, **Graduate, 2000**

## COMPUTER SKILLS

Microsoft Office Suite, SharePoint, Clipchamp, Stream, OneNote, Power BI, Adobe Pro, Calendly, Monday.com, and Freshservice, Practice Management System Skills with Avimark, ImproMed - Infinity, AdvantagePlus, Cornerstone, Pulse (Previously eVetPractice), DVMax, Intravet, DVManager, Vetspire, Rhapsody, ezyVet, Neo, DaySmart (previously Vetter), VETport, NaVetor, VetlinkPRO, and ClenTrax