

MIKAYLA HERBERT

PERSONAL PROFILE

I am a self-motivated team player with a great passion for animals and an extremely strong work ethic.

I pride myself on my ability to work independently as well as being a versatile member of any team. I demonstrate responsibility and capacity to work under pressure. I am very committed and determined to reach goals.

I have both fantastic customer service and people skills; it is especially important to me to make sure people feel safe when leaving their pets in my care and trust me enough to take my advice when offered on services or products. It is important to make good working relationships with my colleagues as that creates a successful and productive work environment.

I am known to be very approachable both in and away from work and can relate to a broad variety of people.

KEY SKILLS

- Self-Motivated with a strong work ethic
- Great Communicator
- Quick Learner and out of the box thinker
- Computer Literate
- Flexibility
- Independent and use good initiative.
- Time Management
- Full Clean Driver's License and Class 2 Truck License

I have been working full-time at Te Puke Vet Centre as a Senior Vet Nurse for almost six years.

In the last two years I have stepped up into the head nurse position, which I have thrived in. I pride myself on having a tight nit team that work well under pressure.

I have a small team of show jumping horses ranging from green broken to grand prix level. All of which I have self-produced myself from either lightly started or green broke. During this

time, I had many successes including winner Lady rider of the year in 2019.

Whilst working at Te Puke Vets, I have proven myself to be a great role model, multitasker, a teacher to trainee students and new employees, a fast learner and have gained the ability to adapt and adjust to different situations as they change so rapidly. As a nurse I have learnt a lot of different customer service skills such as a reception work, customer service, computer skills, phone and online etiquette, appointment and organizing skills, product ordering, stock take, complaint management and especially learning to adapt and be aware of emotional situations that become a more than asked for occurrence being involved in a vet clinic.

EXPERIENCE

- 09/05/2014-14/12/2014 **Horse Groom, *Unsworth Equestrian and Bloodstock Ltd***
- Full care and riding of top-level Show jumping horses and young stock
 - Group treks with a number of people ranging from small children to adults speaking very little English or none at all
- 2011-2019 **Relief Milking and Calf Rearing at TKB Farms**
- 2017 - Now **Full time, Senior Vet Nurse at Te Puke Vet Centre**
- Caring for animals of all kinds around the clock, in and out of surgery
 - After Hours Puppy Training
 - Managing and Distributing medications and prescriptions
 - **Social Club President**
 - Training new and student nurses
 - On call work
 - Assisting and monitoring Orthopedic Surgery. Pre anesthetic care, surgery prep, monitoring anesthetics, post op care and physio.
 - Radiography, Ultrasounds, Blood testing
 - Reception skills including customer enquiries, computer input and paperwork
- 2021 -Now **Head Nurse (4 days) – leading a big team**

- Managing all stock ordering, controlled drugs, rostering, equipment management, staff management, problem solving, social club, students

2019 –
2022 Admin assistant at Equine America NZ
Processing orders, assisting in sales, organizing import/exporting of product with MPI, Day to Day customer dealings

2018- Now Coaching students and Schooling Client Horses
Teaching children and adults of all levels of riding ability
Helping students to set goals and making plans to achieve them.
Supporting students at competitions and preparing them and their horses for their competition rounds
Taking horses for clients for several reasons including behavioral, training, fitness, and competition.

EDUCATION

2013 NCEA LEVEL 2, *Western Heights High School, Rotorua*

09/02/2015-
05/06/2015 *100% Pass of Animal Care, BOP Polytech, Tauranga*

15/06/2015-
20/11/2015 *Animal Handling, BOP Polytech, Tauranga*

22/02/2016-
25/11/2016 *Completed Certificate in Vet Nursing, BOP Polytech, Tauranga*