

# Verma Terkelsen

Veterinary Technician

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☎ (268) 753-0169  
📍 Kansas City, KS

## EDUCATION

Associate of Applied Science in  
Veterinary Technology at Colby  
Community College

Nov 2012 - May 2017

Animal anatomy and physiology,  
veterinary pharmacology, clinical  
pathology, surgical nursing, radiology,  
anesthesia, and animal nutrition.

## LINKS

[linkedin.com/in/vermaterkelsen](https://www.linkedin.com/in/vermaterkelsen)

## SKILLS

- Anesthesia Monitoring
- Ultrasound Operation
- Surgical Assistance
- Pharmacy Management
- Client Communication
- Inventory Control
- Team Leadership

## LANGUAGES

- English
- Indonesian

## HOBBIES

- Gardening
- Painting
- Cooking

## PROFILE

Veterinary Technician with 8 years of experience, skilled in strategic leadership and animal care. Expert in diagnostics, treatment plans, and team coordination, enhancing clinic efficiency and client satisfaction. Passionate about advancing animal welfare and clinical excellence.

## EMPLOYMENT HISTORY

### ● Veterinary Assistant at Banfield Pet Hospital, KS

Jun 2025 - Present

- Spearheaded a team of 6 veterinary assistants, optimizing workflow efficiencies by 23% through strategic task delegation and resource management.
- Implemented an innovative patient tracking system, reducing appointment scheduling errors by 17% and enhancing client satisfaction scores.
- Collaborated with veterinarians to develop a comprehensive training program for new hires, resulting in a 28% decrease in onboarding time.
- Analyzed inventory usage patterns and negotiated supplier contracts, achieving a cost reduction of 15% on essential medical supplies.
- Led cross-functional meetings to streamline emergency response protocols, improving critical care delivery times by nearly 19%.

### ● Animal Caretaker at VCA Animal Hospitals, KS

Aug 2022 - May 2025

- Implemented a streamlined patient care protocol, increasing operational efficiency by 23% and improving client satisfaction scores.
- Led a team of 12 veterinary assistants, fostering a collaborative environment that resulted in a 15% increase in staff retention over two years.
- Developed and executed strategic initiatives to enhance animal welfare standards, directly contributing to a 30% reduction in hospital readmissions.
- Spearheaded cross-departmental training programs that elevated overall team performance, leading to a 20% rise in successful treatment outcomes.

### ● Kennel Assistant at BluePearl Specialty + Emergency Pet Hospital, KS

Jul 2017 - Jul 2022

- Spearheaded a team of 4 kennel staff, enhancing operational efficiency by 30% through optimized scheduling and task delegation.
- Implemented a new inventory system for pet care supplies, reducing waste by 15% and ensuring consistent availability of essential items.
- Developed and led training sessions for new hires, resulting in a 25% reduction in onboarding time while boosting overall team performance.
- Collaborated with veterinary professionals to streamline emergency response protocols, cutting response times by an average of 20%.