Darien Wallace-

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CAREER OBJECTIVE

Hardworking and adaptable professional with 7+ years in clinical support and customer service. Strong communicator with a track record of leadership, trust-building, and thriving in fast-paced environments.

EXPERIENCE

Brandon Equine Medical Center *Veterinary Technician – Brandon, FL*

December 2023 - current

- Provide intraoperative assistance to veterinary surgeons, including instrument handling, suction, and sterile field maintenance.
- Monitored equine vital signs under anesthesia using advanced equipment (ECG, pulse oximetry, blood pressure), alerting surgeons to changes in real time.
- Provide comprehensive nursing care for hospitalized equine patients, including post-operative, medical, and critical care cases across ICU, isolation, and general wounds.

The Woods *Server – Jupiter, FL*

May 2022 - September 2023

- Curated elevated dining experiences for a discerning clientele by delivering attentive, personalized service in a high-volume, fast-paced fine-casual environment.
- Demonstrated comprehensive knowledge of food, wine, and cocktail pairings, contributing to increased guest satisfaction and average check totals.
- Maintained strict adherence to brand standards and elevated service protocols, particularly in the presence of VIP and high-profile guests.

Brass Ring Pub *Server – Brass Ring Pub*

August 2018 - September 2023

- Utilized POS systems with a high degree of accuracy, including split billing, tab management, and tip reconciliation, minimizing transaction errors.
- Played an integral role in onboarding and mentoring new team members, reinforcing menu fluency, and service excellence standards.
- Helped improve team performance by sharing best practices and operational knowledge.

SKILLS

- **Clinical Knowledge** of medical terminology, procedures, and patient care protocols
- Strong **Customer Service** skills in *high-volume*, client-facing environments
- Excellent **Time-Management**; skilled at **Multitasking** under pressure

EDUCATION

Hillsborough Community College | AA Biological Sciences (current)