



# Chiamaka Ortiz

## Lead Pet Sitter

Pet care professional with 6 years of experience who achieved a 99.44% medication adherence rate by building color-coded dosing checklists and confirming each administration in PetDesk. Coordinates daily schedules for part-time sitters, standardizes animal handling procedures, and packages enrichment add-ons that raised revenue per client from \$187 to \$275 monthly.

## CONTACT INFORMATION



(256) 555-0125



chiamaka.ortiz@example.com



Cullman, AL 12345

## EDUCATION

- BS in Animal Sciences

Auburn University, Auburn, AL |  
2016 - 2020

## KEY SKILLS

- Pet Medication Administration
- Client Scheduling and Retention
- PetDesk
- Pawtrack
- Microsoft Excel
- Microsoft Outlook
- Low-Stress Animal Handling
- Feeding and Nutrition Tracking
- Care Plan Development
- Pet First Aid

## PROFESSIONAL EXPERIENCE

### Lead Pet Sitter | Brushy Creek Companion Care, Cullman, AL 2023 - Present

- Maintained a 99.44% medication adherence rate across 1,794 total doses for pets on daily or twice-daily prescriptions by building color-coded dosing checklists and confirming each administration in PetDesk
- Increased revenue per client from \$187 to \$275 monthly by packaging overnight stays with enrichment add-ons, raising the book of business by \$3,960 per quarter
- Improved pet handling efficiency by 38.5% during intake transitions by standardizing leash-swap and crate-entry procedures for 11 large-breed dogs
- Coordinated daily schedules for 3 part-time sitters, resolving booking overlaps within 15 minutes of notification using Microsoft Outlook

### Pet Sitter | Holly Pond Pet Partners, Holly Pond, AL 2021 - 2023

- Administered oral and topical medications to 29 pets with chronic conditions, sustaining a 98.17% medication adherence rate over 19 months
- Grew average revenue per client to \$213 monthly by upselling mid-day drop-in visits and weekend walking packages to 17 recurring accounts
- Reduced pet handling transition time from 12 minutes to 7 minutes per visit by practicing low-stress approach techniques with anxious cats and senior dogs
- Tracked feeding quantities, water intake, and behavioral notes in Pawtrack within 5 minutes of each visit close

### Pet Sitter | Warrior River Animal Sitting, Hanceville, AL 2020 - 2021

- Followed veterinarian-prescribed medication schedules for 16 pets during a 14-month tenure, logging each dose
- Generated \$153 in average monthly revenue per client across 9 active accounts by maintaining repeat bookings during holiday travel peaks
- Completed feeding, exercise, and companionship visits for up to 8 pets per day across a 22-mile area in Morgan County

## CERTIFICATIONS

- NAPPS Certification, National Association of Professional Pet Sitters | 2021