



Deepa Tran

Operations Manager

Skilled in coordinating walking schedules and client communications across teams of up to 7 members, with 11 years of experience in pet care operations. Earned 4 Employee of the Month awards over 3 years by maintaining full walker coverage during peak boarding seasons and resolving scheduling conflicts the same day.

CONTACT INFORMATION



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Prescott, AZ 12345

EDUCATION

AS, Business Administration
Yavapai College, Prescott, AZ
2013 - 2015

KEY SKILLS

- Team scheduling and coordination
- Mobile scheduling app
- Microsoft Outlook
- Microsoft Word
- Smartphone photo documentation
- Animal behavior observation
- Client communication
- Food and supplement preparation
- Leash handling techniques
- KPI tracking

PROFESSIONAL EXPERIENCE

Operations Manager | Granite Dells Pet Services, Prescott, AZ
2021 - Present

- Standardized a visit update photo protocol that raised the team average to 13 photos sent per walker per day, giving owners real-time visibility into every outing.
- Managed 7 team members across morning and afternoon walking schedules, conducting weekly one-on-one reviews and adjusting assignments in the mobile scheduling app.
- Earned 4 Employee of the Month awards over 3 years by keeping walker coverage at full capacity during peak boarding seasons and resolving scheduling conflicts the same day.
- Answered an average of 34 client phone calls per day, scheduling new appointments and confirming visit details in Microsoft Outlook within 12 minutes of each inquiry.

Senior Dog Walker | Iron Springs Animal Care, Prescott Valley, AZ
2017 - 2021

- Coordinated daily assignments for 5 team members, balancing walk durations of 25-minute and 45-minute visits to cover all scheduled stops before 4 PM.
- Sent 11 visit update photos per shift to pet owners via smartphone, documenting each dog's activity level and temperament during the walk.
- Mixed prescribed food supplements and liquid medications into meals for 6 dogs each morning, following veterinary instructions posted in each client's care file.
- Earned 2 Employee of the Month awards in a 12-month span by maintaining zero missed visits across a personal caseload of 37 weekly walks.

Dog Walker | Thumb Butte Paw Patrol, Chino Valley, AZ
2015 - 2017

- Sent 8 visit update photos to owners after each outing using the smartphone camera, capturing play behavior and leash demeanor for every dog on the schedule.
- Assisted the shelter coordinator in finding homes for 3 stray dogs encountered on walking paths by posting descriptions in Microsoft Word flyers and contacting local rescue groups.
- Managed 3 afternoon walking peers during holiday weeks, assigning pickup times and confirming completed visits in the mobile scheduling app before end of shift.