



Zara Castellano

Lead Dog Walker

Dedicated to building reliable client relationships through clear communication and consistent animal care, with 6 years of experience in pet services and a Cat and Dog First Aid credential from the American Red Cross. Grew weekly earnings to \$387 by adding 3 new recurring clients per month and scheduling 43 visits each week, while earning 134 five-star client ratings logged in client feedback records over 18 months.

CONTACT INFORMATION

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EDUCATION

- AS IN GENERAL STUDIES I
CALHOUN COMMUNITY COLLEGE,
DECATUR, AL | 2018 - 2020

KEY SKILLS

- Leash handling and reactivity management
- Mobile scheduling app
- Client feedback tracking
- Smartphone photo updates and navigation
- Animal behavior observation
- Client communication
- Microsoft Word
- Pet first aid response
- Equipment sanitation
- New walker training

PROFESSIONAL EXPERIENCE

LEAD DOG WALKER | FLINT CREEK PET COMPANIONS, DECATUR, AL | 2023 - PRESENT

- Grew weekly earnings to \$387 by adding 3 new recurring clients per month and scheduling 43 visits each week across morning and afternoon time blocks.
- Earned 134 five-star client ratings logged in client feedback records over 18 months by providing consistent walk pacing, clear leash handling, and reliable scheduling.
- Resolved client complaints within an average of 1.4 hours by calling owners directly, documenting concerns in the mobile scheduling app, and confirming follow-up actions the same day.
- Trained 3 new walkers on pre-walk animal observation techniques, covering how to examine dogs for signs of illness or injury before departure and when to notify the owner.

DOG WALKER | HARTSELLE PAWS & TRAILS, HARTSELLE, AL | 2021 - 2023

- Collected \$274 in average weekly earnings by completing 31 scheduled visits per week across a self-managed area covering 5.3 miles per day.
- Accumulated 68 five-star ratings logged in client feedback records during a 14-month period by tailoring walk duration and pace to each dog's energy level.
- Answered owner questions about animal behavior, feeding habits, and leash reactivity after every visit, reducing follow-up complaint calls from 4 per month to 1.
- Cleaned and disinfected harnesses, leashes, and grooming tools after each shift to prevent cross-contamination between households.

PET CARE ASSISTANT | WHEELER BASIN ANIMAL LODGE, ATHENS, AL | 2020 - 2021

- Earned \$178 per week during the first 6 months by walking dogs on 25-minute and 40-minute visits scheduled through the mobile scheduling app.
- Resolved 3 client complaints in a single week by contacting each owner within 55 minutes and offering adjusted walk times that matched their preferences.
- Responded to patron questions about animal behavior and habitat needs during outdoor play sessions, providing breed-specific information on exercise requirements and socialization cues.

CERTIFICATIONS

- Cat and Dog First Aid, American Red Cross | 2021