

Etyene Franzener Helle

Phone #: (206) 495-3360 | Email: efranzener.mp@gmail.com

Summary

Experienced pet sitter with 20+ years of experience providing personal and professional care for a wide variety of animals. I have experience administering medication, observing and following dietary restrictions, and maintaining a safe and comfortable environment for pets. Strong communication and organizational skills, with a dedication to providing the best possible care for all pets.

Professional Experience

Dog-Walker/ Pet-Sitter | Self-Employed | Rover | Seattle **2022 - current**

- Assisted in the care and feeding of dogs and cats, observing and following dietary restrictions.
- Provided exercise and socialization for the pets, by playing and taking them to walks/dog parks
- Provide in-home pet sitting services for clients, including feeding, administering medication, and providing exercise and playtime.
- Communicate regularly with clients via text-message to provide updates and address any concerns.

Nanny/Au-Pair | Several Families | Seattle & San Francisco **2016 - 2022**

- Assisted in the care and feeding of children from aged 3mo to 10yo, observing and following dietary restrictions.
- Provided exercise and socialization to children by taking them on daily outings, such as the playground, story time, parks, libraries and playdates.
- Assisted in administering medication and providing basic medical care.
- Prepared meals, observing the dietary restrictions according to each parent's guidance.
- Cleaned up after kids making sure the living areas were

Customer Service Specialist | Booking.com **Feb - Sep 2020**

- Assisted and supported customers with hotel's cancellation, date change and relocations via phone, email, messenger and live chat, providing excellent customer service.
- Assisted customers in finding hotels, as well navigating the company's website and mobile app to find desired hotels, by using the website filters.
- Answered customers inquiries, as well clarified any concerns.