

Latisha Thompson

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SUMMARY

Dedicated and detail-oriented individual seeking to leverage customer service skills and a strong work ethic as an Entry Level Pest Control Technician. Proficient in pest identification, treatment applications, and safety protocols with a commitment to ensuring customer satisfaction.

EXPERIENCE

Pest Control Intern

May 2023 - Aug 2023

EcoSafe Pest Solutions, Atlanta, GA

- Assisted in pest inspections and identified potential infestations, contributing to a 30% increase in customer retention.
- Learned and applied Integrated Pest Management (IPM) techniques to reduce chemical usage by 20% in pest treatments.
- Developed strong customer relations by providing informative pest prevention tips, enhancing customer satisfaction ratings by 15%.

Customer Service Associate

Jan 2021 - Apr 2023

Home Depot, Atlanta, GA

- Provided expert advice on pest control products, increasing sales in the pest management category by 25%.
- Resolved customer inquiries and complaints, improving overall customer satisfaction scores by 10%.
- Maintained a clean and organized sales floor, ensuring compliance with safety and health regulations.

Volunteer Environmental Technician

Jun 2020 - Dec 2020

Green Earth Initiative, Atlanta, GA

- Participated in community clean-up events that reduced pest habitat in local parks by 40%.
- Educated community members about pest prevention and environmental sustainability initiatives.

EDUCATION

Bachelor of Science in Environmental Science

May 2021

Georgia State University, Atlanta, GA • GPA: 3.6

SKILLS

Technical Skills: Pest Identification, IPM Techniques, Chemical Application Safety, Customer Service

Tools & Frameworks: Pest Control Software, Sprayers & Foggers, Protective Gear, Inspection Tools