

Jamal Thompson

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SUMMARY

Dedicated and experienced Senior Pest Control Technician with over 8 years in the pest management industry. Proven track record of implementing effective pest control strategies that reduce infestations by 30% and enhance customer satisfaction.

EXPERIENCE

Senior Pest Control Technician

Jan 2022 - Present

EcoSafe Pest Solutions, Atlanta, GA

- Successfully reduced pest complaints by 40% through the implementation of an integrated pest management (IPM) approach.
- Led a team of 5 technicians to complete over 300 service calls per month, increasing operational efficiency by 25%.
- Trained technicians on the latest pest control technologies and safety measures, ensuring a 100% compliance rate with state regulations.

Pest Control Technician

Jun 2018 - Dec 2021

SafeGuard Pest Control, Atlanta, GA

- Developed customized pest control plans for residential and commercial clients, resulting in a 20% increase in customer retention.
- Implemented a new tracking system for service history, leading to a 15% reduction in follow-up service calls.
- Maintained a 95% customer satisfaction rating through effective communication and timely service delivery.

Junior Pest Control Technician

Jan 2016 - May 2018

PestAway Services, Atlanta, GA

- Assisted in the application of pest control treatments, achieving timely and effective results for over 200 clients.
- Contributed to a team effort that reduced average service time by 10% through improved work processes.
- Enhanced knowledge of pest biology and control methods through ongoing training and certifications.

EDUCATION

Bachelor of Science in Environmental Science

May 2018

Georgia State University, Atlanta, GA • GPA: 3.7

SKILLS

Technical Skills: Integrated Pest Management (IPM), Pest Identification, Chemical Application Safety, Customer Relationship Management (CRM)

Tools & Frameworks: Termite Detection Systems, Pest Control Software, Protective Gear & Equipment