

Tess Alexandra Devillier

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Professional Summary

A meticulous and highly reliable professional offering dedicated in-home pet and house sitting services. Bringing decades of hands-on animal care experience paired with a strong background in strict data compliance, operational integrity, and high-touch client services to ensure complete peace of mind. Adept at managing complex schedules, maintaining property security during extended absences, and providing attentive, personalized care.

Core Competencies

- **Specialized Care:** Dedicated In-Home Pet Sitting (Cats & Dogs), Property Security, Long-Term House Sitting, Direct Supervision & Instruction.
- **Operational Trust:** Client Privacy, Strict Compliance Protocol (HIPAA), Workflow Optimization.
- **Client Services:** High-Touch Communication, Schedule Management, Problem Solving, Rapid Issue Resolution.

Professional Experience

Pet & House Sitting Professional

Independent Service Provider | Baton Rouge, LA | 2004 – Present

- Provide dedicated, high-quality in-home care for clients' pets with professional service experience spanning two decades, bolstered by lifelong personal pet care and animal handling experience dating back to the early 1990s.
- Specialize in attentive, personalized support routines for cats and dogs, utilizing a deep, intuitive understanding of animal behavior.
- Maintain property security, manage household operations, and oversee home maintenance during extended client travel, ensuring reliable and trustworthy service.
- Maintain clear, proactive communication with clients to provide regular updates and immediate alerts regarding their pets and property.

Client Billing Specialist / CSR

XiFin / Sonic Health USA | Remote | August 2022 – July 2025

- Managed the highly sensitive billing transition process for the Louisiana Territory from Sonic Health USA to XiFin during 2024, ensuring zero data loss and uninterrupted client continuity.
- Handled high-volume data entry and accurate patient accounts, demonstrating an unyielding commitment to stringent HIPAA compliance and accuracy.

Teaching Assistant

Capitol School of Austin | Austin, TX | November 2021 – June 2022

- Provided dedicated supervision and individualized support for students, demonstrating strong patience, adaptability, and communication skills to accommodate diverse learning needs.
- Maintained a safe, structured environment while managing daily routines and behavioral guidance.

Project Coordinator / Business Analyst (Contract)

University of New Orleans | Baton Rouge, LA | July 2017 – July 2019

- Managed and audited highly sensitive client and university data, utilizing JIRA to ensure structural integrity and compliance with complex protocols.

Education

- **Bachelor of Science in General Studies**, Southeastern Louisiana University (December 2011)
- **Associate of Arts in Entertainment Technology**, Baton Rouge Community College (July 2010)