



Before becoming a Professional Cat Sitter, Jessica worked for Marriott International for over 14 years. During that time, Jessica moved with Marriott to various locations starting out in upstate New York and ending in Bellevue, Washington. Jessica held numerous positions such as Housekeeping Manager, Director of Services, Food and Beverage Manager, and General Manager in a wide variety of large and small hotels. This experience taught Jessica the importance of maintaining standards, employee appreciation, management skills, goal setting and, most important, customer service.

Then, in mid-2009 Jessica was laid off. However, this event provided her a great opportunity to start a new life: having her own pet sitting business. Even better, she could stay in Bellevue, Washington, a location she had dreamed of living in since high school. She has adored cats all her life and working by caring for cats would be ideal.

Whiskers At Home, LLC was founded in June, 2009. At first, the company offered midday dog walking, dog sitting, overnight sitting and daily cat sitting. Within a year Jessica had worked 7 days a week, 24 hours a day. After researching, planning and goal setting she hired her first employee in 2010. By 2012, Whiskers At Home had

almost 300 clients and 10 employees.

In 2013 Jessica made the decision to follow her life-long dream to care for cats exclusively. She came up with a six-month plan for success that would require hard work and commitment. She would need to say goodbye to dog clients, reduce the service area, and decrease her staff. Jessica took this time to reinvent Whiskers At Home, ultimately proving to be the best decision for Jessica, her company, clients and employees.

Whiskers At Home prides itself on detailed communication with cat parents using a system Jessica co-founded called Virtual Imprints. Virtual Imprints is a centralized communication and quality assurance system. The implementation of the Virtual Imprints system into Whiskers At Home's daily operation has been life changing for clients, employees and Jessica. It offers peace of mind for everyone. As the business owner, Jessica can use the system to see when an employee has arrived at and left a client's house and what happened during their visit. Whiskers At Home employees love the system because it creates a record of their work. They also appreciate having a check list designed for each house they visit so they can ensure all details are covered. The reaction from Whiskers At Home cat parents has been extremely positive. People love it!

What Jessica and the Whiskers At Home team are most passionate about is the pure love they have for the cats they care for. Cats are the most fascinating creatures with unique personalities, routines and needs. The most rewarding part of the job is earning a kitty's trust. A sitter feels rewarded when, after a certain amount of visits (determined by the kitty, of course) the cat decides the sitter has become his/her best buddy.

Another satisfying part of the job is working with cat parents, sometimes over the course of years. When working with parents as they move to new houses or become parents to new kitties, Jessica feels like she has become part of the family. It's rewarding to know that the parents trust her team to care for their kitties and home for days, weeks or even months. Whiskers At Home has built meaningful friendships with clients because of the common love of their kitties.

Jessica has had a long history of volunteering with NAPPS, first as the Volunteer Coordinator and then as a NAPPS board member from 2010 to 2013. Jessica is NAPPS Certified and feels Whiskers At Home wouldn't be where it is today without all of the information she has learned and continues to learn from NAPPS and its members.

Since May, 2009, Jessica has also been volunteering many hours with Purrfect Pals, www.purrfectpals.org in a Petsmart adoption room. The volunteering is a rewarding experience, especially when facilitating adoptions. She has also volunteered with Purrfect Pals at offsite events helping with organization and sponsorship.

Jessica has four kitties in her family: Leo, a 16 year old originally from Chicago; Salvestor, a 13 year old from Detroit; Eddy (pictured above), a 9 year old from Georgia; and Libby, a 4 year old from Washington.