

JENNIFER PICADO

Animal care · Technical support · Public-service interests

Louisiana · Seeking coastal and island Washington opportunities

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SUMMARY

Background in independent companion-animal care, practical technology support, and family caregiving. Seeking wildlife, fisheries, and related public-service opportunities in coastal and island Washington, with openness to training and both field and support roles.

RELEVANT SKILLS

Animal care: Daily care · Habitat sanitation · Enrichment · Health observation · Veterinary-directed medication

Technical support: Windows/macOS/Linux · Hardware repair · Networking · Remote support · Data entry

Coordination: Appointments and transport · Information gathering · Recordkeeping · Independent work

RELEVANT EXPERIENCE

Personal companion-animal care

Independent, unpaid care | Ferrets: approximately 2003-2015; dog care: ongoing

Cared for 21 ferrets cumulatively during approximately 2003-2015, including surrendered animals referred by the Louisiana SPCA; ongoing care of dogs.

- Maintained feeding, watering, habitat-cleaning and enrichment routines, with attention to behavior and changes in health.
- Administered veterinary-prescribed medication, arranged transport and maintained care records for animals in personal care.
- Over several years, the Louisiana SPCA in New Orleans contacted me about surrendered ferrets, which I took into my own long-term care.

Practical technology support

Occasional paid and unpaid assistance | 2015-present

Provided occasional paid and unpaid computer support to individuals and small-business users, including troubleshooting, repairs, setup and clear guidance.

- Diagnosed hardware, software and connectivity problems; installed or replaced computer components and helped set up devices.
- Researched unfamiliar problems, explained practical solutions and assisted people remotely and in person.

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Experience and education - continued

ADDITIONAL EXPERIENCE

Family caregiving and coordination

Family responsibilities | 2007-2018; 2023-2026

Supported family members through long-term care needs, including scheduling, transportation, technology assistance and coordination.

- Handled changing priorities and communication with care providers while treating personal information with discretion.

Earlier experience: Web Developer

365 Connect | 2003-2015

Website development and maintenance; office-based 2003-2007, remote 2008-2015.

EDUCATION AND TRAINING

Google IT Support Professional Certificate

Google / Coursera | Completed September 2026

Training in computer support, networking, operating systems, troubleshooting and security.

AI Agent Developer Specialization

Vanderbilt University / Coursera | Completed September 2026

Training in AI agents and related development tools.

Herzing University - coursework in computer networking and technology

Delgado Community College - additional undergraduate coursework

OUTDOOR INTERESTS AND EXPERIENCE

Recreational fishing, boating, hiking and wildlife observation, including regular fishing in Louisiana's Delta marshes and time on Gulf Coast waterways.

Youth activities: School-related 4-H participation in New Orleans and Arabi, Louisiana, through the teenage years.

SELECTED WORK

Dark Heart Labs website - writing, organizing information and maintaining a working website. Additional examples and technical essays are available through the site.

AVAILABILITY

Based in Louisiana. Relocating following a suitable offer, with interest in field and support roles and openness to training.

References available upon request.