

RESUME #213

Objective:

Highly motivated, dedicated, and results-driven professional to secure a position with your company as a **Manager, Supervisor, in Housekeeping, as a Commercial Cleaner, in Food Prep, as a Dishwasher, other position in Customer Service, or as applicable**, utilizing my extensive skills, training, and experience

Summary of Skills:

- Over 4 years' experience managing and supervising up to 12 housekeepers in local and national-chain hotels, and proficient with all aspects of workforce development including interviewing, hiring, training, scheduling, delegating work orders, monitoring progress throughout each day, conducted performance evaluations, implementing disciplinary measures, and terminations
- Experienced retaining quality employees through sound Team Building concepts, excellent communications, and respected leadership skills, guiding and directing individuals to maximize productivity and personal potential
- Over 20 years' experience providing uncompromising highest standards of customer and/or guest services in several settings including hospitality, nursing home, commercial stores, housekeeping, and commercial cleaning industries, assisting customers/guests with their product/services requirements, implementing effective solutions customized to individual needs, and resolving issues to their complete satisfaction
- Over 3 years' experience in production/assembly for a major automotive manufacturer (GM), and performing quality assurance inspections on manufactured items to test for structural integrity and functionality
- Over 5 years' experience providing care for elderly residents in a nursing home setting, tending to their needs, assisting them with personal hygiene, bathing, feeding, maintaining physician-mandated care plans, and transporting throughout a facility
- Operates commercial washers and dryers, folding linens and transporting clean items to various stations throughout hotels or nursing homes
- Multi-tasks in a fast-paced work setting, completing all projects and assignments on time or ahead of critical deadlines
- Dependable, punctual, and dedicated employee, learning new systems quickly
- Familiar using computers, Windows, Internet research, and email
- Works well independently or collaboratively in a team environment

Professional Experience:

06/18 - 12/18 **Laundry Specialist**

Red Coach Inn, Niagara Falls, NY

- Operated commercial washers and dryers, collecting and processing soiled laundry, removing clean laundry, drying, folding, and transporting clean items to stations/closets throughout the hospital

05/13 - 11/17 **Quality Inspector / Housekeeper**

Rodeway Inn, Niagara Falls, NY

- Selected to perform room inspections to ensure cleanliness standards after housekeepers completed their work
- Cleaned rooms; vacuumed carpets, cleaned and sanitized bathrooms, made beds, and replaced amenities
- Emptied waste receptacles
- Followed up on guest requests in a timely manner

07/15 – 10/15 **Dishwasher**

Rain Forest Café, Niagara Falls, NY

- Operated a commercial dishwasher, cleaning dishes, cups, glasses, silverware, etc.
- Kept kitchen staff supplied with clean pots, pans, other cooking vessels, and utensils and kept servers supplied with clean dishes, silverware, cups, drinking glasses, and more
- Maintained cleanliness of the kitchen areas including sanitizing equipment, prep tables, and more

- 05/16 – 12/16 ***Greeter***
Walmart, Niagara Falls, NY
- Responsible for greeting customers upon entry to the store, maintaining a positive and personable attitude, conveying warmth and eliciting smiles from customers as they entered
 - Requested that customers participate in fundraising efforts promoted at the entry of the store, purchasing raffle tickets to benefit various organizations or philanthropic causes
- 03/12 – 09/12 ***Housekeeper***
America's Best, Foley, AL
- Cleaned rooms, made beds, swept and mopped floors, cleaned bathrooms and replaced amenities, disinfected and deodorized as needed
- 03/09 - 01/11 ***Housekeeper***
Crowne Plaza Hotel, Niagara Falls, NY
- Cleaned rooms, made beds, swept and mopped floors, cleaned bathrooms and replaced amenities, disinfected and deodorized as needed
- 03/08 - 06/08 ***Assistant Supervisor / Housekeeper***
Inn on the River, Niagara Falls, NY
- Inspected the rooms of up to 12 housekeepers, cleaned lobby, bathrooms, and rooms for special guests, as well as sharing responsibilities with the supervisor for staffing and all aspects of workforce development, including implementing disciplinary measures and terminations

Education:

GED

Canarsie High School, Brooklyn, NY