

RESUME ID #120

OBJECTIVE:

Highly motivated, dedicated, well-organized, and results-driven professional to secure a position with your company in *Housekeeping, Laundry, or other position as applicable*, utilizing my skills, training, and experience

SUMMARY OF QUALIFICATIONS:

- Over 3 years' experience performing housekeeping, laundry duties, in a hotel setting, cleaning common areas throughout the 395-room hotel, predominantly cleaning common areas including lobbies, hallways, stairwells, conference room, offices, exercise room, swimming pool area, and more, sweeping, vacuuming, mopping, deodorizing, or using specialized floor cleaning equipment
- Over 3 years' experience performing a wide range of duties cleaning and preparing apartment units for a property management company in anticipation of securing new tenants, additionally performing a variety of grounds keeping duties such as raking, sweeping, and cleaning/mopping concrete sidewalks in compliance with water-restrictive mandates from government agencies
- Operates floor auto scrubbers and Zamboni's, stripping floors in preparation for other personnel to restore floors to near-original conditions
- Knowledgeable in the utilization of various cleaning solutions and solvents and their safe applications
- Operates commercial laundry washers and dryers, removing clean linens and towels, folding items, and restocking linen closets and/or storage closets throughout a hotel
- Trains new personnel upon supervisor requests, including delegating orders to gauge comprehension of job duties and responsibilities, monitoring all work activities for quality, expediency, safety, and proper employee/customer interactions, conducting performance evaluations, and consulting with upper management for employee status/progress reports
- Over 10 years' experience providing excellent customer service in the hospitality and restaurant, industries, assisting guests and customers with their product/service requirements, offering intelligent solutions customized to individual needs, following up promptly on any special requests, and resolving issues to their complete satisfaction
- Familiar with using computers, Windows, Internet research, and email
- Strong communications, analytical, and problem-solving skills
- Multi-tasks efficiently, learns new systems quickly, and completes projects on or ahead of schedule
- Works well independently or in a team environment

PROFESSIONAL EXPERIENCE:

03/2015 - 02 / 2018

Housekeeping

Sheraton by the Falls, Niagara Falls, NY

- Provided comprehensive cleaning throughout the hotel, specializing in the cleaning of common areas including lobbies, hallways, stairwells, conference room, offices, exercise room, swimming pool area, and more
- Emptied waste receptacles and took out trash regularly to the dumpster
- Operated is that basically it commercial washers and dryers and transported clean linens and towels to various linen closets throughout the hotel, maintaining the organizational system for each linen closet

07/2012 - 02 / 2015

Porter

Allen Properties, Riverside, CA

- Assigned as needed to clean up to 65 apartment units in preparation for new tenants
- Operated commercial washers and dryers to clean linens, sheets, towels, wash cloths, table cloths, etc.
- Removed abandoned personal belongings, sweeping, mopping, and vacuuming floors throughout the apartments, deodorizing as well, in preparation for new tenants or even for preliminary showings
- Decorated apartments, upon management request, to enhance apartments' appeal

07/2004 - 07/2008

Warehouse Associate

Organize.com, Riverside, CA

- Utilized handheld barcode scanners to perform inventory on outgoing orders of merchandise, everything to do with consumer organizer systems and accessories, including shelving, etc.
- Promoted to a packaging associate, which entailed placing items into cardboard boxes and sealing them, forwarding boxes in a conveyor line setting to other specialists who would then affix labels and send to staging areas for shipping
- Organized merchandise on shelf units throughout the warehouse, maintaining a highly organized system

EDUCATION:

Diploma, 1983

La Sierra High School, Riverside, CA