

# Resume 600

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## 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 extensive skills, training, expertise, and experience

## SUMMARY OF QUALIFICATIONS:

- Over 20 years' experience performing housekeeping and laundry duties in hotel, nursing home, and shopping mall settings, cleaning up to 16 rooms per shift including making beds, sweeping, mopping, vacuuming, cleaning bathrooms and replacing amenities, and more
- 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 carts 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/guest interactions, conducting performance evaluations, and consulting with upper management for employee status/progress reports
- Over 15 years' experience as a greeter with Salvation Army, in collaboration with the world's leading retail corporation (Walmart), greeting shoppers in a professional manner, and recognized for raising \$20K for various philanthropic causes in just 4 weeks
- Over 20 years' experience providing uncompromising, highest standards of customer service in the hospitality, transportation, and human services industries, assisting guests/customers with their product/service requirements and selections, offering intelligent solutions customized to individual needs, following up promptly on any special requests, and resolving issues to their complete satisfaction
- Experienced using computers, Windows, MS Word, Internet research, and email
- Strong communications, analytical, and problem-solving skills
- Multi-tasks efficiently, learns new systems quickly, and completes all projects on or ahead of schedule
- Works well independently or in a team environment

## PROFESSIONAL EXPERIENCE:

02/2019 – 08/2019     ***Custodial Maintenance***  
Walmart, Niagara Falls, NY

- Performed a wide range of general cleaning duties throughout the facility cleaning/deodorizing bathrooms, replacing soaps and paper goods, arranging product display shelves/zoning activities, and maintained common areas
- Gathered and emptied trash throughout the store into bags and compactors
- Cleaned and vacuumed carpets, applying cleaning solutions safely, according to specifications
- Assisted customers in locating hard-to-find items throughout the store, meeting and/or exceeding all corporate and customer expectations
- Notified upper management of any need for major or minor repairs

04/2015 – 08/2019     ***Laundry Attendant***  
Four Points Sheraton, Niagara Falls, NY

- Operates commercial washers and dryers to clean linens, sheets, towels, washcloths, tablecloths, etc.
- Folds all clean laundry and places on shelves in appropriate linen rooms throughout the hotel
- Performs various minor maintenance on washers and dryers such as cleaning lint traps, wiping down the appliances for cleanliness, and maintaining the organizational system for detergents and other chemical solutions
- Sweeps and mops floors throughout the facility as needed or directed
- Consistently completes all assignments and duties on time or ahead of schedule

11/1982 - 10/2018     ***Bellringer (Seasonal)***  
Salvation Army, Niagara Falls, NY

- Collected donations from shoppers visiting Walmart and recognized for achieving one of the highest collections of donations, \$20K, without corporation supplements in the chapter's history
- Acted in a managerial role at times, leading without authority, providing transportation as necessary, bringing personnel to site locations, and collecting donations whenever requested, bringing donations back to the corporate office

11/2013 - 11/2014      ***Commercial Cleaning Specialist***

DTZ UGL / Fashion Outlet Mall, Niagara Falls, NY

- Swept/mopped/scrubbed mall common area floors, and wiped down benches, windows, walls, etc.
- Mixed water and detergents in containers to prepare cleaning solutions according to specifications
- Cleaned mall bathrooms, replacing soaps and paper goods, and deodorizing as needed
- Notified Maintenance of any need for major repairs

10/2010 - 11/2012      ***Caregiver***

Private Client, Niagara Falls, NY

- Selected by the client to provide in-home care for the individual suffering from an irreconcilable medical condition, assisting the family by overseeing the timely administering of pain medication as needed, and monitoring the client closely to respond to requests, with an overriding focus to make the individual as comfortable as possible
- Provided personal daily care, hygiene, cleaning, and maintained constant communications with family members
- Assessed and evaluated client's ongoing conditions and maintained nutritional and care programs to ensure safety and well-being
- Assisted the client in and out of bed, as necessary

**EDUCATION:**

***GED (in progress)***

Orleans-Niagara BOCES, Sixth Street School, Niagara Falls, NY