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EXPERTISE SKILLS

- cleaning protocols
- client communication
- time management
- team collaboration
- training
- quality control

LANGUAGES

- English
- Spanish
- French

CERTIFICATION

- High School Diploma

REFERENCES

John Smith

Senior Manager, Tech Corp
john.smith@email.com

Sarah Johnson

Director, Innovation Labs
sarah.j@email.com

Michael Brown

VP Engineering, Solutions Inc
mbrown@email.com

MICHAEL ANDERSON

RESIDENTIAL CLEANING SPECIALIST

Accomplished residential cleaner with a solid foundation in janitorial services and home maintenance. Extensive experience in delivering detailed cleaning services to ensure a welcoming and hygienic environment for clients. Adept at employing innovative cleaning techniques and maintaining cleanliness standards across various home settings. Committed to continuous improvement and professional development, with a focus on enhancing service quality.

PROFESSIONAL EXPERIENCE

Home Care Solutions

Mar 2018 - Present

Residential Cleaning Specialist

- Provided comprehensive cleaning services to residential clients, ensuring adherence to personalized cleaning plans.
- Utilized specialized tools for efficient cleaning of carpets and hard floors.
- Conducted routine inspections to maintain high standards of cleanliness.
- Engaged in ongoing communication with clients to address any concerns promptly.
- Managed cleaning supplies and equipment, ensuring availability for all scheduled jobs.
- Participated in team meetings to discuss service improvements and client feedback.

Fresh Start Cleaners

Dec 2015 - Jan 2018

Cleaning Technician

- Executed daily cleaning tasks in residential settings, focusing on high-traffic areas.
- Assisted in the development of a client referral program, increasing new business leads.
- Trained new employees on cleaning protocols and safety procedures.
- Maintained accurate records of cleaning services provided to clients.
- Responded to emergency cleaning requests, showcasing adaptability and commitment.
- Implemented feedback systems to improve service delivery continuously.

ACHIEVEMENTS

- Improved client retention rates by 30% through exceptional service.
- Received commendation for outstanding performance from management.
- Enhanced team efficiency by implementing new cleaning strategies.