



MICHAEL ANDERSON

Lead Residential Cleaner

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SUMMARY

Meticulous and dedicated Residential Maid with extensive experience in maintaining the cleanliness and organization of upscale residences. Demonstrated expertise in utilizing advanced cleaning techniques and premium products to ensure the highest standards of hygiene and aesthetic appeal. Proven ability to manage multiple tasks efficiently while adhering to strict schedules. Exceptional interpersonal skills foster positive relationships with clients, ensuring satisfaction and trust.

WORK EXPERIENCE

Lead Residential Cleaner Elite Home Services

Jan 2023 - Present

- Supervised and trained a team of cleaners to uphold company standards.
- Performed deep cleaning services, including carpets, upholstery, and window treatments.
- Developed customized cleaning plans based on client preferences and special requirements.
- Managed inventory of cleaning supplies, ensuring optimal stock levels.
- Implemented eco-friendly cleaning techniques, reducing environmental impact.
- Received positive client feedback consistently, resulting in a 20% increase in repeat business.

Residential Cleaner Spotless Homes

Jan 2020 - Dec 2022

- Executed daily cleaning tasks in multiple households, maintaining high standards of cleanliness.
 - Utilized specialized equipment for efficient and thorough cleaning operations.
 - Assisted in the organization of clients' personal items, enhancing overall living space functionality.
 - Communicated effectively with clients to address any specific cleaning requests.
 - Maintained accurate records of services provided and hours worked for billing purposes.
 - Achieved a 95% client satisfaction rating through dedication and attention to detail.
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EDUCATION

High School Diploma

Sep 2019 - Oct 2020

ADDITIONAL INFORMATION

- **Technical Skills:** attention to detail, time management, interpersonal communication, cleaning techniques, inventory management, customer service
- **Awards/Activities:** Named Employee of the Month for outstanding service and client satisfaction.
- **Awards/Activities:** Increased client retention rate by 30% through personalized service.
- **Awards/Activities:** Successfully completed training in advanced cleaning technologies and eco-friendly practices.
- **Languages:** English, Spanish, French