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EXPERTISE SKILLS

- customer service
- safety standards
- cleaning techniques
- time management
- training
- relationship building

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

Diligent and experienced Residential Maid possessing a robust understanding of the nuances involved in maintaining high-end residential properties.

Expertise in delivering meticulous cleaning services that prioritize client satisfaction and home safety. Proficient in utilizing advanced cleaning techniques and products tailored to diverse surfaces and materials. Strong ability to manage time effectively, ensuring all tasks are completed within designated time frames.

PROFESSIONAL EXPERIENCE

Luxury Home Care

Mar 2018 - Present

Residential Cleaning Specialist

- Performed specialized cleaning for high-value items and delicate surfaces.
- Conducted regular inspections to maintain quality standards across all properties.
- Collaborated with clients to create customized cleaning schedules.
- Trained junior staff in safe and effective cleaning practices.
- Implemented feedback mechanisms to enhance service delivery.
- Achieved a 98% client retention rate through exceptional service quality.

Sparkling Homes

Dec 2015 - Jan 2018

Housekeeper

- Executed daily cleaning duties in accordance with established quality standards.
- Utilized advanced cleaning solutions to ensure optimal results.
- Managed time effectively to complete tasks within scheduled hours.
- Provided detailed reports on cleaning activities to management.
- Engaged with clients to assess satisfaction and adjust services as necessary.
- Recognized for exceptional reliability and attention to detail.

ACHIEVEMENTS

- Achieved a 100% positive feedback rating from clients during tenure.
- Developed a client referral program that increased new clientele by 40%.
- Successfully completed certifications in advanced cleaning techniques.