

Maria Gonzalez

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SUMMARY

Dedicated and detail-oriented housekeeper with over 5 years of experience in residential and commercial cleaning. Proven track record of improving cleanliness standards and customer satisfaction, with a strong ability to manage time effectively and maintain high levels of organization.

EXPERIENCE

Housekeeper

Jan 2022 - Present

Luxury Cleaning Services, Los Angeles, CA

- Increased client satisfaction ratings by 30% through meticulous attention to detail and personalized service.
- Implemented a new cleaning protocol that reduced overall cleaning time by 15% while maintaining high standards.
- Trained new staff on efficient cleaning techniques and safety protocols, enhancing team productivity.

Senior Housekeeper

Jun 2018 - Dec 2021

Comfort Inn & Suites, Los Angeles, CA

- Managed daily cleaning operations for a 100-room hotel, achieving a 95% cleanliness score in customer reviews.
- Coordinated inventory management for cleaning supplies, resulting in a 20% cost reduction over two years.
- Developed a checklist system that improved team efficiency, ensuring all tasks were completed in a timely manner.

Housekeeper

Mar 2016 - May 2018

Private Residential Services, Los Angeles, CA

- Maintained high standards of cleanliness and organization for multiple residential clients, receiving positive feedback.
- Created and executed customized cleaning schedules that enhanced client satisfaction and retention.
- Conducted deep cleaning projects that reduced allergens and improved indoor air quality.

EDUCATION

Bachelor of Science in Hospitality Management

May 2018

California State University, Los Angeles, CA • GPA: 3.7

SKILLS

Technical Skills: Deep Cleaning Techniques, Time Management, Inventory Control, Customer Service

Tools & Frameworks: Cleaning Equipment Operation, Chemical Safety Protocols, Task Management Software