**Lori Somers**

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*Supervisor experience, detail oriented with ample experience in customer service.* Accomplished in fostering long-term relationships with employers and collaborating with heads of household to define and overreach housekeeping expectations. *Looking to apply my skills; in warehouse production.*

# Professional Experience

## touch of Class Cleaning

## Owner, 2001 – Present

## Schedule and coordinate customers appointments

## Mopped hardwood, laminate, ceramic, vinyl and linoleum flooring

## Cleaned smudges from mirrors, glass and wood surfaces

## Reached customers houses timely

## Good interpersonal and oral communication skills with people at all levels

## Client focused and ensures good service

## Trustworthy, helpful and attentive individual with 15+ years’ progressive experience in cleaning and sanitation arena

## Mightly Maids, Willow Grove, PA

## Supervisor, June 2000 – August 2003

* Supervised cleaning crew team
* Customer service, customer scheduling, employee scheduling, payroll
* Communicated with client and crew
* Handle escalates customer issues

## Traveled between sites to ensure crews were complying with company standards.

## Champion injection molding, Warren, OH

## Machine Operator, 1998-2000

* Packing, Sorting
* Shipping and Receiving
* Trouble shoot and resolved problems

## Maintained a cleaned workspace

# Education

## Lincoln High School, Bridgeport, PA

*General, 1981-1985*

# Additional Skills

* Expert in Microsoft Office, with a focus on Excel
* Bilingual in Spanish and English
* Web and tech savvy, require little to no training