**PROFESSIONAL SUMMARY**

I am an independent person who has strong work ethics and takes pride in my work. I have a Window and Gutter cleaning Business in Seattle. Having successfully worked with people from all walks of life and cultures, I found myself excellent at providing exceptionally customer service experience and satisfaction. With that being said, I am looking for an opportunity that I can meet and assist more clients.

**CORE SKILLS**

* Communication Efficiency
* Sharp Problem Solver
* Sale Management
* Time Management
* Teamwork
* Credit and Financial Analyst
* Security and Networks
* Service Orientation
* Actively Listening
* Software Knowledge
* Flexibility
* Detailed, Organized, and Punctua

**WORK EXPERIENCE**

**Starline Coach | Seattle, WA March 2025 – Current**

Bus Driver

* Greeting Customer and get them to destinations safely
* Make sure the Job is completed

**Puget Sound Window Cleaners | Seattle, WA April 2021 – 2025**

Window Cleaners, Gutter Cleaning, Pressure Washing

* Greeting Customer and let them know what services we are providing
* Make sure the Job is completed
* Walk through and Make sure Customer is happy
* Let Customer know anything else that needs some attention

**New Standard Equities | Lynwood, WA Aug 2019 – 2020**

Maintenance Supervisor, Property Manager

* Handled annual maintenance budget for tri-state locations and reduced costs by 10% over previous year
* Mentored new maintenance technicians for new hires
* Communicate with residents and management for efficient work order completion
* Troubleshoot mechanical and electrical issues and repair as needed
* Schedule contractors and major repairs

**Xerox, Verizon | Federal Way, WA May 2015 – April 2017**

Customer Service Rep, Call Center

* Maintained a monthly customer satisfaction rating of 95% or higher
* Navigated a 500,000-item product catalog to research solutions for customers
* Ability to multitask and be comfortable in a fast-paced worked setting while remaining diligent to accuracy
* Dependable, reliable, and able to perform duties with minimal supervision

**EDUCATION**

Coding Jodo | Bellevue, WA 2018

* Certification
* Front End, Back End,
* Website Building, Coding

Cyber Security | Englewood, CO 2025

* Associate’s degree

West Sound Technical Skill Center | Bremerton, WA 2013

* General Construction (all Trades)
* Construction Management
* Architecture

Bainbridge High School | Bainbridge Island, WA 2013

**REFERENCES**

**Hannah McMullen**

You Nailed It, General Construction

206.556.1565

**Dave Sparks**

Port Orchard High School, Dean of Students

360.516.3877

**Vu Ngo**

Boeing Employees’ Credit Union, Lending Specialist

206.816.8181