

SUMMARY

Cleaner and customer service professional with 10+ years of experience. A highly organised self-starter adept at juggling multiple hats and approaching challenges with a creative, positive attitude. Award-winning smile.

EXPERIENCE

Residential Cleaner & Administration *iMop* **OCTOBER 2021 - PRESENT**

- Utilised time management skills to provide detailed and efficient cleaning services to both at-home and away clients
- Executed small-business administration tasks including customer service, scheduling and invoicing
- Cultivated long-lasting client relationships through high-quality, adaptable services

Key Skills: Residential Cleaning, QuickBooks, Small Business Administration, Time Management, Communication

Brand Ambassador/Team Lead *Mustard Lane & Others* **OCT 2021 - OCT 2023**

- Engaged with 500-1000 people daily by creating impactful customer experiences that contribute to brand loyalty
- Supervised team of 5-30, allocating break schedules, resolving customer dissatisfaction, and coaching BAs
- Monitored stock throughout shift and adapted prizes, maximising promotional impact and participant engagement
- Generated comprehensive reports by consolidating metrics and client feedback at end of activation

Key Skills: Community Engagement, Product Marketing, Team Management, Metrics Reporting, Customer Service

Housekeeping *Super 8 Motel, Lake Country* **JUNE 2021 - SEPTEMBER 2021**

- Provided detailed and efficient cleaning services to hotel guests

Key Skills: Hotel Cleaning, Time Management, Communication

Administrative Coordinator & Residential Cleaner *iMop* **SEPTEMBER 2018 - MARCH 2020**

- Utilised time management skills to provide detailed and efficient cleaning services to both at-home and away clients
- Executed small-business administration tasks including customer service, scheduling and invoicing

Key Skills: Residential Cleaning, QuickBooks, Small Business Administration, Time Management, Communication

Brand Ambassador *Proof Experiences & Others* **JULY 2017 - MAR 2020**

- Engaged with 500-1000 people daily by creating impactful customer experiences that contribute to brand loyalty

Key Skills: Community Engagement, Product Marketing, Customer Service

Theatre Usher *Randolph Theatre* **MARCH 2018 - MARCH 2020**

- Ensured guests were greeted, seated, and had a positive experience at the theatre

Key Skills: Customer Relations, Hospitality, Teamwork, Communication

Residential Cleaner *Mopify* **SEPTEMBER 2017 - SEPTEMBER 2018**

- Utilised time management skills to provide detailed and efficient cleaning services to both at-home and away clients

Key Skills: Residential Cleaning, Time Management, Communication

Seasonal Housekeeper *Triple J Hotel, Dawson City* **MAY 2016 - SEPTEMBER 2016**

- Provided detailed and efficient cleaning services to hotel guests

Key Skills: Hotel Cleaning, Time Management, Communication

Seasonal Housekeeper *Ponderosa Point, Kaleden* **JUNE 2012 - SEPTEMBER 2013**

- Provided detailed and efficient cleaning services to hotel guests

Key Skills: Hotel Cleaning, Time Management, Communication

EDUCATION & CERTIFICATIONS

Smart Serve Certified

Lighthouse Labs *Full Stack Web Development Bootcamp* **APRIL 2022 - JUNE 2022**

Royal Central School of Speech and Drama *MA Music Theatre* **SEPTEMBER 2012 - AUGUST 2013**

Sheridan College *Advanced Diploma Music Theatre* **SEPTEMBER 2009 - APRIL 2012**