

Kevin Morrison

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A Residential House Cleaner with five years of experience, specializing in housekeeping, heavy cleaning, client relations, and inventory management, A strong history of providing high-quality residential cleaning services and ensuring customer satisfaction.

Education

High School Diploma
Henry Ford High School, Detroit. MI
September 2013 -June 2017

Key Skills

- ◆ Residential House Cleaning
- ◆ Heavy Cleaning
- ◆ Customer Service
- ◆ Housekeeping
- ◆ Safety Regulations

Professional Experience

Residential House Cleaner
Cleaners For You, Detroit, MI | April 2018 - Present

- Manage and execute a variety of heavy cleaning projects for 25+ clients per week and communicate with customers to identify appropriate cleaning solutions based on needs, resulting in a 95% customer satisfaction rating and a 50% increase in client retention
- Perform vacuuming, mopping, glass cleaning, and wall scrubbing and organize furniture, closet spaces, kitchens, and living environments according to client specifications
- Identify appropriate cleaning solutions and safety measures to prevent damage to surfaces, floors, and walls based on material

Residential House Cleaner
The Cleaning Group, Detroit, MI | June 2017-April 2018

- Delivered quality customer service to 15+ clients per week for a residential cleaning company, tracked and managed cleaning projects, and fielded customer communications and inquiries to ensure adherence to client specifications
- Conducted deep cleaning activities, washed and replenished bed sheets, quilts, and linens, and organized and removed trash and recycling