

STEVIE RAMIREZ

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EDUCATION

Bachelor of Arts in Hotel and Hospitality Management, 4.0 GPA

California State University, Los
Angeles, CA August 2005 - May
2009

KEY SKILLS

- ◆ Team Leadership
- ◆ Communication
- ◆ Customer Service
- ◆ Cleaning Strategies
- ◆ Process Improvement

CERTIFICATIONS

- ◆ Registered Executive
Housekeeper, Certified
Environmental Services
Executive

An Executive Housekeeper with over 10+ years of experience managing diverse housekeeping teams and delivering quality cleaning services for five-star hotels and resorts. A strong history of leading initiatives to enhance workflows, improve guest services, and achieve the highest level of cleaning standards.

PROFESSIONAL EXPERIENCE

Executive Housekeeper

Holiday Resort, Riverside, CA | April 2012 - Present

- Manage, hire, and train a team of 30 housekeepers for a 450-room, world-class resort, define workflows, evaluate performance, and lead initiatives to enhance guest response times and improve efficiency, resulting in a 96% satisfaction rating on exit surveys
- Ensure compliance with quality standards for all cleaning projects and coordinate with front desk teams to achieve a three-minute response time for guest issues
- Implement cleaning methods for resort ballrooms, conference rooms, and the grand lobby, and ensure safe polishing of crystal chandeliers and decor

Head Housekeeper

Fancy Inn, Malibu, CA | January 2009 - March 2012

- Managed a team of 20 housekeepers to execute cleaning projects for guest suites in a 200-room hotel, ensured compliance with hotel cleaning standards, and conducted scheduling
- Cleaned 15 rooms per shift, including bathrooms, kitchenettes, and antique carpets
- Evaluated online reviews to identify areas of improvement, coordinated with team members to implement new quality procedures, and improved guest satisfaction scores by 5%