

Ixy Cruz

Housekeeping

Philadelphia, PA - Email me on Indeed: [indeed.com/r/Ixy-Cruz/e01a51f5e45ad907](https://www.indeed.com/r/Ixy-Cruz/e01a51f5e45ad907)

Administration

- Maintained customer confidence and protects operations by keeping information confidential.
- Cultivated excellent long-term relationships with clients, maintaining ongoing communication and facilitating solutions to address concerns.
- Perform clerical and administrative tasks quickly and accurately.
- Ability to be flexible and adaptable in a variety of situations.
- Work independently and organized complex clerical task.
- Maintained office supplies inventory by checking stock to determine inventory level; anticipating needed supplies; placing and expediting orders for supplies; verifying receipt of supplies.

Housekeeping

- Cleaned rooms, locker rooms, restrooms, lounges, corridors, hallways, stairways, and other work places of the organization while keeping he prescribed health and hygiene standards.
- Used squeegees, cleaners, and other equipment to dust, clean, and polish window panes and glasses, mirrors, glass partitions, walls furniture, fixtures, etc., cleanliness and sanitation for guests.
- Ensured perfect working of the tools and equipment employed to execute high quality work.
- Maintained high standards of personal hygiene and grooming while adhering to the working principles and policies set up by the organization.
- Replenished restrooms equipment, room accessories, and writing supplies ensuing thorough customer satisfaction and expectations were met.
- Monitored the security of guests' belongings and safety of the delegated areas by sincerely conducting the regular checks, and followed up by reporting found articles, misplaced articles, and construction and electrical damages.
- Reported to the supervisors and promptly respond to the housekeeping needs.

Customer Service

- Welcome customers by greeting them; offering them assistance.
- Worked with other store associates to achieve a high customer service score through excellent customer service, product knowledge and follow through.
- Effectively communicated with customers, associates and Supervisory Staff in a friendly, respectful, cooperative and pleasant manner.
- Ensured the store is neat, clean, and organized through each business day.
- Directed customers by escorting them to racks and counters; suggesting items.

Authorized to work in the US for any employer

WORK EXPERIENCE

Housekeeping

Sodexo - Cherry Hill, NJ - February 2015 to January 2016

Administration Assistant/Clerical

Bensalem Rehabilitation Center - Bensalem, PA - October 2011 to November 2013

Hardlines Associate

Kmart - Langhorne, PA - September 2012 to March 2013

EDUCATION

Diploma

Pennsylvania Institute of Technology - Philadelphia, PA
2014

Diploma

Lincoln Institute of Technology - Philadelphia, PA
2011

High School Diploma

Excel Camelot Academy - Philadelphia, PA
2010