

# Eileen Laureano

## Housekeeping

Philadelphia, PA - Email me on Indeed: [indeed.com/r/Eileen-Laureano/1d478f69131696dc](https://www.indeed.com/r/Eileen-Laureano/1d478f69131696dc)

Keen eye for detail and passionate for effective, efficient means of completing tasks. Focused team player devoted to achievement of departmental and organizational goals. Life-long learner with a natural tendency toward personal and professional development. Exemplary work ethic, responsible and helpful in promoting and progressing company mission, goals, objectives, and core values.

### SKILLS/QUALIFICATIONS

- Bilingual, fluent in English and Spanish.
- Skilled in keyboarding
- Strong interpersonal skills
- Proficient in Windows computer applications, including standard Microsoft Office Word and Excel

### WORK EXPERIENCE

#### Housekeeping

Venice Lofts - Philadelphia, PA - August 2012 to August 2013

Performed housekeeping for 100+ lofts and town homes

- Organized and maintained own cleaning supply inventory
- Managed upkeep of premises before and after each move, including all common areas
- Tracked move-in and move-out dates on computer calendar to ensure timely completion of tasks

#### Receptionist

Mike Dunphy Sells Real Estate - Philadelphia, PA - February 2009 to August 2010

Enrolled students in American Real Estate classes hosted at company offices

- Set up client appointments, arranged house showings, and scheduled interviews
- Managed incoming and outbound phone calls, messages and mail for entire office
- Maintained filing for house deeds, settlement documents, and other vital office records

#### Sales Clerk

Kid City - Philadelphia, PA - February 2007 to March 2008

Handled customer service and mediation, including sales, refunds, credits, and complaints

- Maintained clean, orderly business space in basement storage and on sales floor
- Stocked, coded, and maintained inventory of all products

#### File Clerk

Law Office of Eric A. Shore - Philadelphia, PA - September 2004 to November 2007

Updated clients on status of their cases and other paperwork

- Collected and maintained archival material among multiple locations
- Sorted incoming and outgoing mail, hand-delivered essential documents
- Managed incoming and outbound phone calls and messages related to client files
- Filed and retrieved documentation and legal paperwork for lawyers, paralegals, and other personnel

### EDUCATION

#### Real Estate

American Real Estate Academy - Philadelphia, PA  
August 2009 to February 2010

**General studies**

Edison High School - Philadelphia, PA