Sanjuana Y. Beltran Palacios

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# Objective

Dedicated and hardworking individual seeking opportunities to grow professionally while contributing strong organizational, leadership, and customer service skills. Experienced in team management, housekeeping, and customer-facing roles. Passionate about achieving goals through commitment and responsibility.

# Work Experience

* Independent Housekeeper

Self-Employed – Arlington, TX | 2021 – Present

- Provide cleaning services to multiple clients in residential homes

- Maintain strong client satisfaction and trust through attention to detail and reliability

- Manage scheduling, supplies, and quality standards independently

* General Manager

El Pollo Regio – Arlington, TX | 2018 – 2021

- Oversaw day-to-day restaurant operations including inventory, staff scheduling, and budgeting

- Hired and trained team members, improving overall performance and customer service

- Ensured compliance with health and safety standards

* Manager of Waitresses

El Parian Ballroom – Arlington, TX | 2016 – 2018

- Supervised event staff and coordinated with kitchen and bar to ensure smooth service

- Assisted with event setup and customer concerns

- Developed team responsibilities and training procedures

* Cashier & Customer Service

El Mexicano Store – Arlington, TX | 2014 – 2016

- Operated register, assisted with inventory, and ensured excellent customer service

- Helped with merchandising and store cleanliness

* Florist Assistant

Independent Florist – Arlington, TX | 2013 – 2014

- Arranged floral designs for events including weddings and funerals

- Maintained flower care and shop organization

# Education

Fullerton College – Fullerton, CA

Dual Enrollment Program – In Progress

Courses in Leadership, Career Development, and General Education

NOCE (North Orange Continuing Education)

High School Diploma – In Progress

# Skills

- Bilingual: Spanish & English

- Leadership & Team Management

- Housekeeping & Organization

- Customer Service Excellence

- Cash Handling & POS Systems

- Event & Staff Coordination