|  |  |  |
| --- | --- | --- |
| Mary Johnson | | |
| Summary  Highly experienced housekeeping manager with over 10 years of leadership in the hospitality industry. Exceptional track record of improving operational efficiency and guest satisfaction through innovative cleaning strategies and staff training.  Work Experience  **Housekeeping Manager Jan 2018 – Present**  Grand Hotel Los Angeles Los Angeles, CA   * Led a team of 25 housekeepers, implementing cleaning and maintenance protocols that increased operational efficiency by 30%. * Developed a comprehensive training program for new hires, reducing onboarding time by 40%.   **Housekeeping Supervisor Feb 2013 – Dec 2017**  Sunset Resort Los Angeles, CA   * Managed daily operations of housekeeping for a 200-room resort, achieving a consistent 95% satisfaction rating from guest feedback. * Executed cost-saving measures that decreased cleaning supply expenses by 15% while maintaining high standards.   Education Bachelor of Science: Hotel Management Jan 2012 *University of California**Los Angeles, CA*  certifications   * Certified Executive Housekeeper – AHLA – 2019 | Contact  (555) 555-1234  mary.johnson@example.com  Los Angeles, CA 90001  Skills  Operational Management  Staff Training  Quality Assurance  Budget Management  Client Relations  Inventory Control  Health & Safety Compliance  Sustainability Practices  Crisis Management |