

Aliya Jackson

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Profile

- Professional, personable housekeeper focused on residential house cleaning, organization, and deep-cleaning projects, along with laundry services. Known for maintaining a tidy, polished environment and dependable service.

Education

- High School Diploma | WESTVIEW HIGH, San Diego, CA | August 2017 - May 2021

Certifications

- Occupational Safety Hazard Association (OSHA) Safety Certificate, University of California San Diego, 2023

Key Skills

- Equipment maintenance
- Laundry services
- Organization
- Residential cleaning
- Sanitation

Professional Experience

HOUSEKEEPER | NEAT & CLEAN SERVICES, SAN DIEGO, CA | JUNE 2023 – PRESENT

- Maintain cleanliness for more than 40 homes per month, offering weekly, bi-weekly, and deep-cleaning services
- Organize furniture and storage spaces to improve accessibility and reduce clutter
- Earned a 96% customer satisfaction rating from company-led surveys and a 4.6-star rating on Yelp
- Build loyal relationships with clients, maintain a consistent route, and generate repeat business from 85% of customers

HOUSEKEEPER | MARY'S MAIDS, SAN DIEGO, CA | MAY 2021 - JUNE 2023

- Provided impeccable cleaning services to large estates and owners of vacation rentals
- Ensured high customer satisfaction, retaining 93% of clients for the duration of employment at Mary's Maids
- Consulted with customers to select preferred cleaning products, offering environmentally friendly alternatives whenever possible
- Performed deep cleaning of carpets, furniture, and upholstery, pleasing customers by successfully addressing pet stains
- Made sure to comply with COVID-19 safety standards