







Aliya Jackson

A dedicated hospitality professional with a strong background in hotel cleaning and management, holding an associate degree in hospitality management and a bachelor's degree in hotel and restaurant management. Proven experience in supervising cleaning staff, managing inventory, and handling guest complaints, with a track record of improving efficiency and guest satisfaction. Recognized for exceptional customer service skills and knowledge of cleaning products and procedures, complemented by certifications from the American Hotel & Lodging Educational Institute and the International Executive Housekeepers Association.

CONTACT

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KEY SKILLS

- Customer service and relations
- Guest complaint resolution
- Inventory management

PROFESSIONAL EXPERIENCE

Housekeeping Supervisor | Marriott International, Las Vegas, NV
January 2020 - Present

- Supervise a team of 15 housekeepers, ensuring adherence to the hotel's high standards of cleanliness and hygiene
- Implemented a new inventory management system for cleaning supplies, reducing waste by 20% and saving the hotel \$10,000 annually
- Handle guest complaints related to cleanliness, achieving a 95% satisfaction rate in post-stay surveys

Senior Hotel Cleaner | Hilton Worldwide Holdings, Ithaca, NY
June 2018 - December 2019

- Led a team of 10 cleaners, providing training and guidance to ensure consistent quality of service
- Managed inventory of cleaning supplies, effectively reducing costs by 15% through strategic ordering and usage
- Recognized for exceptional customer service, receiving the "Employee of the Month" award three times

EDUCATION

Associate Degree in Hospitality Management
Cornell University, Ithaca, NY

Certificate in Professional Cleaning
The University of Nevada, Las Vegas, NV

Bachelor's Degree in Hotel and Restaurant Management
Pennsylvania State University, University Park, PA

PROFESSIONAL DEVELOPMENT

Certified Hospitality Housekeeping Executive (CHHE), American Hotel & Lodging Educational Institute, February 2014

CEH, International Executive Housekeepers Association

Occupational Safety and Health Professional Certificate (OHSP), National Association of Safety Professionals