



Yaling Zhang

A dedicated and experienced residential cleaner with a strong housekeeping and hospitality management background. Proven ability to train and supervise cleaning staff, conduct quality control inspections, and manage client communication effectively. Demonstrates a comprehensive knowledge of cleaning products and procedures, with excellent time management skills.

CONTACT

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 LinkedIn | Portfolio

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KEY SKILLS

- Client relations
- New hire training
- Quality control

PROFESSIONAL EXPERIENCE

January 2020 - Present

Lead Residential Cleaner, Bechtel Group Inc. | Scottsdale, Arizona | Boston

- Trained and supervised a team of 10 residential cleaners, ensuring adherence to the company's cleaning protocols and standards
- Conducted regular quality control inspections, resulting in a 20% improvement in cleaning quality across all assignments
- Managed client communication for over 50 regular clients, addressing their specific cleaning needs and complaints, leading to a 15% increase in client satisfaction

June 2017 - December 2019

Residential Cleaner | Fluor Corp. | Las Vegas, Nevada

- Gained expertise in various cleaning products and procedures, improving efficiency by 30%
- Demonstrated physical stamina and mobility in performing cleaning tasks in large residential properties
- Completed all cleaning tasks within the allocated time frame

EDUCATION

Associate Degree in Housekeeping Management

Penn Foster College, Scottsdale, AZ |

Certificate in Residential Cleaning

Ashworth College, Norcross, GA |

Bachelor's Degree in Hospitality Management

University of Nevada, Las Vegas, NV |

PROFESSIONAL DEVELOPMENT

RCTC, Institute of Inspection Cleaning and Restoration Certification, February 2014

CHCT, House Cleaning Technician Certification Program

Green Cleaning Technician Certification (GCTC), Green Clean Institute