



# Yaling Zhang

## Residential Cleaner

### ABOUT ME

I am an experienced residential cleaner with a strong background in housekeeping and hospitality management. I excel at training cleaning staff, conducting quality control inspections, and managing client communications to ensure top-quality service.

### PROFESSIONAL EXPERIENCE

#### Lead Residential Cleaner | Bechtel Group Inc., Scottsdale, AZ

January 2020 – Present

- Trained and supervised a team of 10 cleaners, boosting cleaning quality by 20%.
- Conducted quality control inspections, raising service standards.
- Managed communications for over 50 clients, increasing satisfaction by 15%.

#### Residential Cleaner | Fluor Corp., Las Vegas, NV

June 2017 – December 2019

- Improved cleaning efficiency by 30% using effective techniques.
- Demonstrated physical stamina in managing large properties.
- Completed tasks within scheduled time frames.

### CONTACT

 (123) 456-7890

 email@example.com

 Seattle, WA 12345

 LinkedIn

### EDUCATION

- Associate Degree in Housekeeping Management  
Penn Foster College, Scottsdale, AZ – Graduated May 2017
- Certificate in Residential Cleaning  
Ashworth College, Norcross, GA – Graduated June 2016
- Bachelor's in Hospitality Management  
University of Nevada, Las Vegas, NV – Graduated May 2014

### KEY SKILLS

- Client relations
- New hire training
- Quality control