



# Aliya Jackson

## Hotel Cleaner

I am a dedicated hotel cleaner with an Associate Degree in Hospitality Management, a Certificate in Professional Cleaning, and a Bachelor's in Hotel and Restaurant Management. I excel at supervising cleaning teams, managing inventory, and resolving guest complaints to ensure high standards of cleanliness and guest satisfaction.

## Contact



(123) 456-7890



email@example.com



LinkedIn



Boston, MA 12345

## Education

Associate Degree in Hospitality Management

Cornell University, Ithaca, NY –  
Graduated May 2018

Certificate in Professional Cleaning

University of Nevada, Las Vegas, NV  
– Graduated June 2017

## Key Skills

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

## Professional Experience

HOUSEKEEPING SUPERVISOR | MARRIOTT INTERNATIONAL, LAS VEGAS, NV  
JANUARY 2020 – PRESENT

- Supervised 15 housekeepers, achieving a 95% guest satisfaction rate.
- Implemented an inventory system that reduced supply waste by 20% and saved \$10,000 annually.
- Resolved guest complaints effectively, enhancing service quality.

SENIOR HOTEL CLEANER | HILTON WORLDWIDE HOLDINGS, ITHACA, NY  
JUNE 2018 – DECEMBER 2019

- Led a team of 10 cleaners, improving service quality and reducing costs by 15%.
- Managed inventory, streamlining ordering and usage.
- Earned multiple awards for exceptional service.