


# Kourtnee Lapan

## Cabin Cleaner

Dedicated Cabin Cleaner with 1 year of experience in providing exceptional aircraft cabin cleaning services, ensuring a safe and comfortable environment for passengers. Skilled in adhering to strict safety guidelines, efficiently completing tasks within tight deadlines, and maintaining a high level of customer satisfaction. Demonstrates strong attention to detail and a commitment to maintaining a positive and professional work environment.

[kourtnee.lapan@gmail.com](mailto:kourtnee.lapan@gmail.com) 

(411) 355-3161 

1234 Palm Tree Lane, Orlando,   
FL 32801

### Education

#### Certificate in Cabin Cleaning and Maintenance at Florida Aviation Academy, Orlando, FL

Sep 2018 - May 2022

Relevant Coursework: Cabin Cleaning Techniques, Aircraft Maintenance Fundamentals, Sanitation and Infection Control, Upholstery and Carpet Care, Waste Management, Safety Procedures, and Customer Service in the Aviation Industry.

### Links

[linkedin.com/in/kourtneelapan](https://www.linkedin.com/in/kourtneelapan)

### Skills

Sanitization techniques

Vacuuming proficiency

Upholstery care

Waste disposal

Odor neutralization

Detail-oriented cleaning

Eco-friendly products

### Employment History

#### Cabin Cleaner at Sunshine Cabin Cleaning Services, FL

Feb 2023 - Present

- Successfully maintained a 99% customer satisfaction rate by consistently providing high-quality cleaning services to over 100 cabins in the Florida region, ensuring repeat clients and positive reviews for Sunshine Cabin Cleaning Services.
- Streamlined the cabin cleaning process by implementing an efficient scheduling system that reduced average cleaning time by 20%, enabling the team to accommodate 15% more bookings per month without compromising on service quality.
- Trained and mentored a team of 10 new cabin cleaners, resulting in a 30% increase in overall staff productivity and contributing to a 25% revenue growth for Sunshine Cabin Cleaning Services within the first year of employment.

#### Cabin Cleaner Assistant at Florida Cabin Cleaners, FL

Jul 2022 - Dec 2022

- Efficiently cleaned and sanitized an average of 40 cabins per day, ensuring a 95% guest satisfaction rate and contributing to the company's consistent high-ranking in customer reviews.
- Implemented a new organizational system for cleaning supplies and equipment, resulting in a 20% reduction in time spent on preparation and a 10% increase in overall productivity for the entire team.
- Identified and reported over 50 maintenance issues in cabins during routine cleaning tasks, enabling the company to address and resolve these problems promptly and maintain a well-maintained and safe environment for guests.

### Certificates

#### Aircraft Cabin Cleaning Specialist Certification

Sep 2021

#### International Association of Cabin Cleaners (IACC) Membership and Training

Dec 2019

### Memberships