

# Clarabell Gosey

Cleaner

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## Profile

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## Employment History

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## Education

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### Details

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(383) 003-5905

123 Magnolia St, Jackson, MS 39201

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Dedicated Cleaner with 1 year of experience providing efficient and comprehensive cleaning services in various environments. Proficient in maintaining the highest standards of cleanliness, ensuring client satisfaction, and adhering to safety guidelines. Demonstrates excellent time management skills, attention to detail, and the ability to work both independently and within a team. Committed to delivering exceptional results and maintaining a clean and organized space for clients.

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### Head Cleaner at MaidPro Jackson, MS

Mar 2023 - Present

- Successfully managed a team of 10 cleaners, resulting in a 15% increase in overall client satisfaction and a 20% reduction in customer complaints within the first six months.
- Implemented a new training program for new hires, leading to a 30% decrease in onboarding time and a 25% improvement in employee retention rates over the course of one year.
- Streamlined cleaning processes and introduced environmentally friendly products, reducing cleaning supply costs by 10% and increasing overall efficiency by 12% in just nine months.

### Cleaner at Two Maids & A Mop Hattiesburg, MS

Jul 2022 - Jan 2023

- Cleaned and maintained an average of 15 homes per day, resulting in a 95% customer satisfaction rating for the Hattiesburg branch.
- Improved overall cleaning efficiency by 20% through the implementation of new cleaning techniques and tools, reducing the average cleaning time per home by 30 minutes.
- Consistently achieved a 98% on-time arrival rate for scheduled cleanings, contributing to a positive reputation for the company in the Hattiesburg area.
- Trained and mentored 10 new cleaners, leading to a 25% increase in staff productivity and a decrease in employee turnover by 15%.

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### Certificate in Professional Cleaning at Mississippi Gulf Coast Community College

Aug 2018 - May 2022

Relevant Coursework: Fundamentals of Cleaning, Chemical Safety and Handling, Cleaning Techniques and Tools, Floor Care and Maintenance, Restroom and Public Area Cleaning, Green Cleaning Practices, and Customer Service in the Cleaning Industry.

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