

Elberta Flaum

Floor Technician

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☎ (523) 355-2354
📍 123 Maple Street, Detroit, MI 48226

EDUCATION

Certificate in Floor Technology at Michigan State University, MI

Sep 2017 - May 2022

Relevant Coursework: Flooring Materials and Systems, Subfloor Preparation, Adhesives and Fasteners, Installation Techniques, Floor Finishing and Maintenance, Health and Safety Regulations, and Estimating and Project Management.

LINKS

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

SKILLS

- Buffing
- Waxing
- Stripping
- Carpet extraction
- Grout cleaning
- Scrubbing
- Polishing

LANGUAGES

- English
- Dutch

HOBBIES

- Car detailing
- Woodworking
- Gardening

PROFILE

Dedicated Floor Technician with 1 year of experience in providing efficient and high-quality floor maintenance services. Proficient in using advanced equipment and techniques for floor cleaning, polishing, and refinishing. Excellent attention to detail, time management, and customer service skills, ensuring a safe and hygienic environment for clients. Demonstrated ability to follow safety procedures and maintain a clean work area. Eager to contribute to a team-oriented environment and grow professionally.

EMPLOYMENT HISTORY

● Floor Technician at CleanNet USA, MI

Apr 2023 - Present

- Successfully maintained a 98% client satisfaction rate for over 50 commercial clients by providing efficient and high-quality floor cleaning services in a timely manner.
- Streamlined the floor cleaning process by implementing new techniques and tools, resulting in a 25% increase in productivity and a 15% reduction in cleaning time per project.
- Trained and mentored 10 new floor technicians, who went on to become valuable team members and contributed to a 20% overall increase in the company's service capacity.

● Assistant Floor Technician at Jani-King, MI

Sep 2022 - Mar 2023

- Successfully maintained a 99% cleanliness rating for a 50,000 square foot facility throughout tenure, ensuring client satisfaction and contract renewal.
- Streamlined the floor cleaning process by implementing a new scheduling system, resulting in a 20% reduction in man-hours and a 15% increase in overall efficiency.
- Trained and mentored five new team members, contributing to a 30% increase in team productivity and consistent positive feedback from both clients and management.

CERTIFICATES

Institute of Inspection, Cleaning and Restoration Certification (IICRC) - Hard Floor Care Technician

Oct 2021

Building Service Contractors Association International (BSCAI) - Certified Site Supervisor

Aug 2020

MEMBERSHIPS

International Sanitary Supply Association (ISSA)

Building Service Contractors Association International (BSCAI)