

Mishawn Mangano

Houseman

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☎ (594) 039-9401

📍 1234 Oak Street, Raleigh, NC
27607

Education

**Bachelor of Science in
Hospitality Management at
University of North Carolina
at Greensboro, NC**

Aug 2018 - May 2022

Relevant Coursework:
Hospitality Operations, Food
and Beverage Management,
Hotel Administration,
Event Planning, Tourism
Marketing, Customer Service,
International Hospitality,
Lodging Management, Financial
Analysis, and Human Resource
Management.

Links

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

Skills

Plumbing expertise

Electrical troubleshooting

HVAC maintenance

Carpentry proficiency

Painting techniques

Appliance repair

Landscaping design

Languages

English

Arabic

Profile

Dedicated Houseman with 1 year of experience providing exceptional service in a hotel setting. Skilled in maintaining cleanliness and organization of guest rooms, common areas, and back-of-house operations. Demonstrates strong attention to detail and commitment to guest satisfaction, contributing to a positive customer experience. Quick learner with excellent time management skills and the ability to adapt to new challenges in a fast-paced environment.

Employment History

Houseman at Houseman Services of the Triad, NC

Apr 2023 - Present

- Successfully maintained a 98% satisfaction rate among clients in the Triad area by providing exceptional housekeeping and maintenance services.
- Streamlined the inventory management process, reducing supply costs by 20% while ensuring timely availability of necessary materials for daily operations.
- Trained and mentored 10 new team members, resulting in a 15% increase in overall team efficiency and productivity.
- Implemented eco-friendly cleaning practices, reducing the company's carbon footprint by 25% and contributing to a greener community.

Assistant Houseman at Houseman Pest Control, NC

Jul 2022 - Feb 2023

- Implemented a comprehensive pest management plan for over 150 residential and commercial clients, resulting in a 95% success rate in pest elimination and increased customer satisfaction.
- Streamlined the inventory management system for pest control products, reducing waste by 30% and saving the company \$10,000 annually.
- Trained and mentored 10 new hires in proper pest control techniques and safety protocols, improving overall team efficiency by 20%.
- Developed strong relationships with key clients, leading to a 25% increase in referral business and contributing to a 15% growth in annual revenue for Houseman Pest Control, NC.

Certificates

Certified Executive Housekeeper (CEH)

Oct 2021

Certified Healthcare Environmental Services Professional (CHESP)

Oct 2019

Memberships

American Medical Association (AMA)