

# Dixee Yeaw

Maid

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## EDUCATION

### Certificate in Housekeeping and Hospitality Management at Boston Hospitality Institute, MA

Aug 2018 - May 2022  
Relevant Coursework: Housekeeping Operations, Hospitality Management, Customer Service, Facility Maintenance, Inventory Management, Room Preparation, Laundry Operations, Health and Safety, and Sustainable Practices.

## LINKS

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

## SKILLS

- Time-management
- Laundry expertise
- Sanitization techniques
- Ironing proficiency
- Bed-making mastery
- Vacuuming efficiency
- Dusting precision

## LANGUAGES

- English
- Arabic

## HOBBIES

- Gardening
- Painting

## PROFILE

Dedicated and hardworking maid with 1 year of experience in providing exceptional housekeeping services in domestic settings. Skilled in maintaining cleanliness, organization, and hygiene in all areas of the home, while adhering to safety and sanitation guidelines. Demonstrated ability to work efficiently, prioritize tasks, and establish rapport with clients to ensure satisfaction. Proficient in time management and multitasking to meet deadlines and ensure a comfortable and clean living environment.

## EMPLOYMENT HISTORY

### ● Head Housekeeper at MaidPro Boston, MA

May 2023 - Present

- Successfully managed a team of 30 housekeepers, increasing overall customer satisfaction by 20% within the first year of service.
- Streamlined inventory management processes, reducing supply costs by 15% and improving efficiency in replenishing essential cleaning supplies.
- Implemented a new employee training program, resulting in a 25% increase in staff productivity and a 10% reduction in employee turnover rate within 6 months.

### ● Housekeeper at The Maids Massachusetts, MA

Aug 2022 - Mar 2023

- Successfully maintained a 95% customer satisfaction rate for over two years, ensuring repeat business and positive reviews for The Maids Massachusetts.
- Streamlined cleaning processes and techniques, leading to a 20% increase in efficiency and completion of tasks 30 minutes ahead of schedule on average.
- Trained and mentored five new housekeepers, who have since become valuable team members and have contributed to The Maids Massachusetts' overall success and growth.

## CERTIFICATES

### Institute of Inspection Cleaning and Restoration Certification (IICRC)

Nov 2021

### Certified Professional House Cleaner (CPHC)

Jul 2020

## MEMBERSHIPS

### International Nanny Association (INA)

### Association of Premier Nanny Agencies (APNA)