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# ALIYA JACKSON

A dedicated hospitality professional with a strong background in hotel cleaning and management, holding an associate degree in hospitality management and a bachelor's degree in hotel and restaurant management. Proven experience in supervising cleaning staff, managing inventory, and handling guest complaints, with a track record of improving efficiency and guest satisfaction. Recognized for exceptional customer service skills and knowledge of cleaning products and procedures, complemented by certifications from the American Hotel & Lodging Educational Institute and the International Executive Housekeepers Association.

## KEY SKILLS

- Customer service and relations
- Guest complaint resolution
- Inventory management

## EDUCATION

Associate Degree in Hospitality Management - Cornell University, Ithaca, NY

Certificate in Professional Cleaning - The University of Nevada, Las Vegas, NV

Bachelor's Degree in Hotel and Restaurant Management - Pennsylvania State University, University Park, PA

## PROFESSIONAL EXPERIENCE

Housekeeping Supervisor, Marriott International, Las Vegas, NV | January 2020 to present

- Supervise a team of 15 housekeepers, ensuring adherence to the hotel's high standards of cleanliness and hygiene
- Implemented a new inventory management system for cleaning supplies, reducing waste by 20% and saving the hotel \$10,000 annually
- Handle guest complaints related to cleanliness, achieving a 95% satisfaction rate in post-stay surveys

Certified Flight Instructor | Hillsboro Aero Academy, Hillsboro, OR  
June 2018 – August 2020

- Led a team of 10 cleaners, providing training and guidance to ensure consistent quality of service
- Managed inventory of cleaning supplies, effectively reducing costs by 15% through strategic ordering and usage
- Recognized for exceptional customer service, receiving the "Employee of the Month" award three times

## PROFESSIONAL DEVELOPMENT

- Certified Hospitality Housekeeping Executive (CHHE), American Hotel & Lodging Educational Institute
- CEH, International Executive Housekeepers Association
- Occupational Safety and Health Professional Certificate (OHSP), National Association of Safety Professionals