





YALING ZHANG

Residential Cleaner


A dedicated and experienced residential cleaner with a strong housekeeping and hospitality management background. Proven ability to train and supervise cleaning staff, conduct quality control inspections, and manage client communication effectively. Demonstrates a comprehensive knowledge of cleaning products and procedures, with excellent time management skills.

CONTACT

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 LinkedIn

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EDUCATION

Associate Degree in Housekeeping Management from Penn Foster College, Scottsdale, AZ

Certificate in Residential Cleaning from Ashworth College, Norcross, GA

Bachelor's Degree in Hospitality Management from University of Nevada, Las Vegas, NV

KEY SKILLS

- Client relations
- New hire training
- Quality control

PROFESSIONAL EXPERIENCE

Lead Residential Cleaner, Bechtel Group Inc., Scottsdale, Arizona |
January 2020 to present

- Trained and supervised a team of 10 residential cleaners, ensuring adherence to the company's cleaning protocols and standards
- Conducted regular quality control inspections, resulting in a 20% improvement in cleaning quality across all assignments
- Managed client communication for over 50 regular clients, addressing their specific cleaning needs and complaints, leading to a 15% increase in client satisfaction

Residential Cleaner, Fluor Corp., Las Vegas, Nevada |
June 2017 to December 2019

- Gained expertise in various cleaning products and procedures, improving efficiency by 30%
- Demonstrated physical stamina and mobility in performing cleaning tasks in large residential properties
- Completed all cleaning tasks within the allocated time frame

PROFESSIONAL DEVELOPMENT

- RCTC, Institute of Inspection Cleaning and Restoration Certification
- CHCT, House Cleaning Technician Certification Program
- Green Cleaning Technician Certification (GCTC), Green Clean Institute