

# JB

# Jasmine Brown

## Mid-Level Housekeeping

Detail-oriented housekeeper with experience carrying out housekeeping operations within hospitality and senior living environments. Ensures guest satisfaction by adhering to cleaning and maintenance standards of rooms and common areas. Recognized as 2018 Employee of the Year for dedicated housekeeping service.



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LinkedIn | Portfolio

## KEY SKILLS

- Cleaning and sanitation
- Floor care (mopping, waxing, buffing)
- Occupational Safety Hazard Association (OSHA) standards
- Specialty surface care (marble, wood, steel)
- Steam cleaning

## CERTIFICATIONS

- Healthy Hospital and Hotel Housekeeping (HHH) Certification, IEHA, May 2019
- OSHA Housekeeping Certification, OSHAcademy, April 2016

## PROFESSIONAL EXPERIENCE

### HEAD HOUSEKEEPER | SUNRISE SENIOR LIVING COMMUNITY MINNEAPOLIS, MN | JULY 2019

Manage the daily activities of the housekeeping department, leading a team of 15 staff to ensure cleanliness across 120 units

Clean, sanitize, and remove waste from rooms and public areas to create a welcoming environment for guests

Address guest complaints and requests related to room cleanliness in a timely manner

Maintained at least a 98% guest satisfaction score on average since 2020

Collaborate with the maintenance team to report and expedite repairs

Train and mentor approximately five new housekeeping staff each year on cleaning and guest service standards

### HOUSEKEEPER | THOUSAND LAKES RESORT ST. PAUL, MN | MARCH 2016 – JUNE 2019

- Executed general housekeeping tasks in a 200-room luxury hotel, ensuring guest rooms were thoroughly cleaned and prepared with new linens
- Restocked guest amenities and supplies, from soaps to coffee, ensuring everything was in place for a comfortable stay
- Reduced room turnaround time by 20 minutes after implementing the new protocol
- Maintained strong communication with the front desk to quickly address guest needs and concerns
- Recognized for dedicated housekeeping service with the 2018 Employee of the Year Award

## EDUCATION

- High School Diploma  
Southwest Senior High, Minneapolis, MN | September 2005 – June 2009