

Jonathan Phillips

Housekeeping

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Executive Housekeeper with 14 years across full-service hotels, hospitals, and convention properties. Manages teams of 30 to 60 across housekeeping and laundry, holds clean audit scores, and runs labor budgets in the high six figures.

PROFESSIONAL EXPERIENCE

Executive Housekeeper | 2020 – Present

Mesa Crest Resort & Spa, Albuquerque, NM

- Lead a 54-person housekeeping and laundry team across 312 guest rooms, two restaurants, and 28,000 sq ft of meeting space.
- Own a \$1.8M annual labor budget and hit forecast within 2 cents per occupied room each of the past three years.
- Raised TripAdvisor cleanliness rating from 4.1 to 4.6 by rebuilding the room inspection program and adding a 72-hour deep-clean rotation.
- Negotiated a new linen rental contract that lowered cost per occupied room by 14 cents while shortening delivery windows.
- Partner with HR on bilingual onboarding; cut 90-day turnover from 38% to 19% over two years.

Housekeeping Manager | 2016 – 2020

Cottonwood Plaza Hotel, Santa Fe, NM

- Managed 28 room attendants and 6 house attendants across a 220-room boutique property.
- Built daily boards in Opera PMS, balancing credits between checkouts, stayovers, and VIP arrivals.
- Ran weekly chemical safety and bloodborne pathogen refreshers, with zero recordable injuries during tenure.
- Coordinated a full guestroom soft-goods refresh covering 220 rooms across a 9-week schedule, completed on time and under the \$640K budget.

Environmental Services Supervisor | 2013 – 2016

Rio Grande Regional Medical Center, Las Cruces, NM

- Supervised 22 EVS technicians across two patient towers, including isolation room turnovers and OR terminal cleans.
- Maintained HCAHPS room cleanliness scores in the 78th percentile or higher every quarter.
- Audited PPE compliance and chemical labeling weekly under Joint Commission standards.
- Reduced average discharge clean time from 41 to 32 minutes by re-sequencing the cleaning steps.

Room Attendant / Lead | 2010 – 2013

Pinon Trail Lodge, Las Cruces, NM

- Cleaned 15 rooms per shift and trained 11 new attendants over three years.
- Took over board assignments and final inspections during the supervisor's days off.
- Promoted from Room Attendant to Lead within 18 months.

EDUCATION

Associate of Applied Science, Hospitality Management, Central New Mexico Community College, 2015

Certified Executive Housekeeper (CEH), IEHA, 2019

ServSafe Manager Certification, 2022

KEY SKILLS

- Labor forecasting and scheduling (Hotel Effectiveness)
- OSHA, HIPAA, and Joint Commission compliance
- Quality audit programs
- P&L and CPOR management
- Union and non-union workforce management
- Opera PMS and HotSOS
- Linen and chemical vendor negotiation
- Team hiring and bilingual onboarding
- Deep-clean and PM rotations
- English / Igbo / conversational Spanish