

SN

Shirley Nelson

Cleaner

CONTACT INFORMATION



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EDUCATION

- **Hospitality Housekeeping Training, Marriott in-house program, 2017**
- **Bloodborne pathogens awareness training, 2022**

KEY SKILLS

- Guest room turnover and stayover service
- Chemical dilution per product label
- Floor care: mop, buff, auto-scrubber
- Restroom deep cleaning and restock
- Biohazard and sharps handling per site plan
- Vacuum, extractor, and backpack blower
- Basic English/Spanish on radio
- Time-per-room pacing
- Lock-up and alarm procedures

ABOUT ME

Cleaner with seven years across hotels, medical offices, and corporate floors. Known for staying on schedule during turnover rushes and catching the small stuff (fingerprints on glass, dust on baseboards) guests notice. Trained on chemical safety labels and safe dilution practices.

PROFESSIONAL EXPERIENCE

LEAD ROOM ATTENDANT | BAYVIEW HARBOR HOTEL, PROVIDENCE, RI 2021 - PRESENT

- Clean 16 checkout and stayover rooms per shift on a 7.5-hour clock, holding an average inspection score of 94 out of 100 across the last four quarterly audits.
- Trained six new hires on bed-making standard, bathroom sequence, and correct dilution of quat sanitizer per the label.
- Flagged a slow shower drain in Room 412 that turned out to be a cracked P-trap, saved the property a full-floor water event per the engineer's write-up.
- Covered public-area shifts during Sunday coverage gaps: lobby glass, elevator tracks, and restroom restock.

OFFICE CLEANER | CARDINAL FACILITY SERVICES, WARWICK, RI 2018 - 2021

- Ran a nightly route of three medical office suites and one law firm, roughly 42,000 sq ft total, solo.
- Handled biohazard bin swaps in the medical suites following the site's exposure control plan; zero missed pickups over three years.
- Kept a color-coded microfiber system (restroom, patient rooms, common areas) to prevent cross-contamination.
- Locked and alarmed sites at end of shift; named on the after-hours access list for two of the four clients.