



Amanda Walker

Cleaner

Cleaning Supervisor with 14 years across hospitals, class-A office towers, and school districts. Run 20 to 40 cleaners across multiple sites, own the client relationship, hiring, chemical inventory, and audit prep. Comfortable in a Joint Commission environmental services survey.

PROFESSIONAL EXPERIENCE

- **Environmental Services Supervisor, 2nd Shift, Piedmont Vale Regional Hospital, Charlotte, NC**
2020 – Present
 - Supervise 32 environmental services technicians across patient rooms, ORs, and public areas on a 340-bed campus.
 - Hold discharge clean turnaround at a median of 38 minutes against the hospital's 45-minute target, tracked in the bed-tracking system.
 - Own the terminal clean checklist for isolation rooms; passed the last Joint Commission survey with no environmental services findings.
 - Reduced quarterly chemical spend by roughly \$18,700 by switching two floors to a dilution-control dispenser and cutting overuse.
 - Run weekly huddles in English and Spanish, handle progressive discipline paperwork with HR.
- **Account Manager, Commercial, Meridian Facility Group, Winston-Salem, NC**
2016 – 2020
 - Managed four class-A office accounts totaling about 620,000 sq ft with 22 cleaners across two shifts.
 - Held client retention across all four sites for the full four years, including one competitive rebid.
 - Rebuilt the closing checklist after a client complaint about lobby glass; complaint volume on that site dropped to under one per quarter.
 - Ran monthly safety toolbox talks: ladder use, wet floor signage, sharps found in trash.
- **Lead Custodian, Rowan-Kannapolis Unified School District, Kannapolis, NC**
2013 – 2016
 - Led a three-person night crew at a 92,000 sq ft middle school.
 - Ran summer strip-and-wax on all classroom and hallway vinyl tile, roughly 68,000 sq ft, on a six-week window.
 - Handled gym floor recoat coordination with the outside vendor.
 - Trained student workers on restroom protocol during the school year.
- **Cleaner, Blue Ridge Janitorial Co-op, Hickory, NC**
2010 – 2013
 - Nightly route of two bank branches and a dental office.
 - Kept perfect key and alarm accountability across three years.
 - Cross-trained on carpet extraction and covered day porter shifts.
 - Promoted to lead position with a district in 2013.

CONTACT INFORMATION



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EDUCATION

Associate of Applied Science, Business Administration, Central Piedmont Community College, 2015

Hospital Housekeeping Systems in-house supervisor training, 2019

Bloodborne pathogens and hazardous chemical handling training, 2021

Bloodborne Pathogens and HazCom training, renewed annually

KEY SKILLS

- Environmental services operations in acute care
- Terminal clean and isolation protocol
- Joint Commission environmental services survey prep
- Multi-site P&L and labor budgeting
- Client retention and rebid response
- Chemical inventory and dilution control
- Hiring, scheduling, progressive discipline
- Bilingual English/Spanish crew huddles
- Floor care program: strip, wax, burnish
- Bed-tracking and work-order platforms