

Stevie Ramirez
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Profile

Over 11 years of experience managing housekeeping staff at boutique hotels and a five-star, world-famous resort for Major Hotels International, Inc. Hired and trained housekeepers to perform the highest level of cleaning standards, leading to increased hotel ratings, recognition and awards including the National Housekeeping Association's Best of Housekeeping Award three years in a row.

Professional Experience

Executive Housekeeper, Holiday Resort, Riverside, CA

April 2012 - April 2020

- Trained and supervised staff of 30 housekeepers for 450-room resort
- Implemented cleaning standards and methods for resort ballrooms, conference rooms and grand lobby
- Ensured housekeepers polished crystal chandeliers and decor in guest rooms and responded to all guest requests within three minutes

Head Housekeeper, Fancy Inn, Malibu, CA

January 2009 - March 2012

- Supervised team of 20 housekeepers to ensure that hotel cleaning policies were being adhered to
- Cleaned 15 rooms per shift, including special attention to bathrooms, kitchenettes and high-touch areas
- Looked through reviews and ratings online on a regular basis to find areas of improvement when it came to guest satisfaction

Education

Bachelor of Arts in Hotel and Hospitality Management, 4.0 GPA

California State University, Los Angeles, CA August 2005 - May 2009

Key Skills

- Carpet and antique rug cleaning
- Efficient cleaning strategies
- Exceptional customer service skills
- Expert knowledge of top cleaning solutions, standards and safety protocol
- Time management
- Wood and silver polishing

Certifications

Registered Executive Housekeeper, Certified Environmental Services Executive