

Aliya Jackson

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A Residential House Cleaner with seven years of experience, specializing in cleaning services, client relations, safety regulations, and operations management. A strong history of collaborating with diverse teams and clients to deliver quality service and improve customer satisfaction.

Key Skills

- Residential House Cleaning
- Team Leadership
- Client Relations
- Operations Management
- Communication

Professional Experience

Sr. Residential House Cleaner

Henderson Retirement Community, Miami, FL | April 2017 – Present

- Deliver residential cleaning services to 40 clients within an assisted living and retirement community, communicate with elderly clients to provide support for cleaning needs and furniture organization, and maintain strict compliance with Covid-19 safety protocols
- Provide operational support to the company manager, including employee onboarding, ordering cleaning supplies, and coordinating project schedules
- Train 15+ residential cleaners on company policies, quality standards, inventory management processes, and customer service best practices

Residential House Cleaner

Avian Cleaning Pros., Miami, FL | June 2015 – April 2017

- Conducted light and heavy cleaning projects for 20+ vacation homes servicing high-end clientele, replenished bed sheets, shampoos, and laundry supplies, and performed deep cleaning of walls, floors, and surfaces using appropriate cleaning solutions
- Managed cleaning supplies and equipment inventory, tracked supplies, and created documentation on the cleanliness and condition of homes

Education

High School Diploma

Miami Northwestern Senior High, Miami, FL September 2011 - June 2015