

MARY GACHUHI

HOUSEKEEPING ATTENDANT

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SUMMARY

Detail-oriented and dependable housekeeping professional with 2 years of experience in cleaning services and hospitality environments. Skilled in room sanitation, laundry handling, guest service, and team coordination. Committed to delivering high standards of cleanliness, customer satisfaction, and operational efficiency. Currently employed at a professional cleaning company in Kenya and seeking to contribute to excellence in hospitality.

SKILLS

- High standard cleaning techniques
- Friendly customer service & guest interaction
- Linen & laundry handling
- Surface Disinfection & Hygiene
- Inventory & Supplies Management
- Room Preparation & Inspection
- CRM Basics & Microsoft Office
- Maintenance Reporting & follow-up
- Brand representation
- Conflict resolution & complaint handling
- Lost and Found Handling
- Positive attitude and team player
- Strong work ethic
- Dependable and adaptable

PROFESSIONAL EXPERIENCE

Cleaning Supervisor

JULY 2023 - PRESENT

Sponge and Sparkle Cleaning Services Kenya

- Clean and sanitize office buildings, apartments, and guest rooms to client standards.
- Handle laundry pick-up and drop-off, including delicate item care.
- Use vacuums, mops, and sanitizing tools to deep-clean bathrooms, kitchens, and carpets
- Report maintenance issues or damage promptly to management.
- Comply with safety protocols and hygiene regulations.
- Maintain high levels of cleanliness even under time constraints.
- Managing cleaning supplies and reported stock levels.
- Guest request handling.

Tecno Mobile Kenya

SEPTEMBER 2022 - MAY 2023

- Assisted customers with product inquiries, warranty claims, and after-sales support.
- Handled in-store product sales and maintained high levels of client satisfaction.
- Built customer loyalty by resolving complaints quickly and professionally.
- Promoted the Tecno Mobile brand through excellent presentation, language, and behavior.
- Helped train new staff on customer interaction best practices
- Practiced attention to detail and cleanliness by maintaining a clean and welcoming front office and display area.
- Supported team in maintaining store appearance, including folding promotional cloths and cleaning counters.

EDUCATION

Code Blue Medical Training Institute

MARCH 2024 - AUGUST 2024

Healthcare Assistant

Mount Kenya University

MAY 2017 - DECEMBER 2021

Procurement and Supply Chain Management

ADDITIONAL INFORMATION

- **Language:** English (Business proficient).
- **Certification:** Basic Life Support (BLS).
- **Award :** Best Promoter of the month - Tecno Mobile Kenya.
- **Other :** Good swimming ability