JOSEPH SMITH

2201 Washington Street Apt 34, Boston, MA 02119

617-542-1177

houseperson2020@gmail.com

# SUMMARY

Calm, versatile, and mechanically-oriented professional committed to dedicating skills within the healthcare industry. Patient, diligent, and responsible team player with exceptional industrial cleaning skills and ability to proactively address customer needs. Fluent in Hindi, Bengali, and English.

# Experience

**Boston Park Plaza Hotel, Boston, MA**

Houseperson | June 2010 – March 2020

* Ensured that assigned public space and guest room floors were kept fully stocked and clean to provide exceptional support to room attendants. Picked up dirty linen and trash throughout the day.
* Promptly responded to guest requests for amenities, rollaway beds, cribs, and appliances.
* Dusted, polished, and removed marks from walls and furnishings. Vacuumed floors and cleaned carpets, using and maintaining industrial equipment. Provided support to housekeeping supply storeroom and laundry facilities.
* Reported maintenance issues and performed special cleaning assignments.

**Homewood Suites, Boston, MA**

Housekeeper | July 2008 – June 2010

* Performed all housekeeping tasks including changing linens, vacuuming, cleaning bathrooms, and laundry.
* Promptly responded to guest requests and concerns to ensure complete guest satisfaction.

# EDUCATION AND CERTIFICATIONS

* Computer classes, BEST Hospitality Training, Boston, MA, 2019 to present.
* Bachelor’s Degree, Nizampur College Masjid, Chittagong, Bangladesh.

# Awards and Acknowledgements

* Awarded Employee of the Month, October 2019.