

Dyonte Blake

Hotel Housekeeper

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Pittsburgh, PA

[LinkedIn](#)

WORK EXPERIENCE

Marriot

Hotel Housekeeper

Pittsburgh, PA | 2017 - current

- Assumed the role of floor supervisor, ensuring all 40 rooms on the floor were cleaned and inspected between stays.
- Stayed in constant contact with the front desk, meeting 100% of guest requests in a timely and thoughtful manner.
- Systematized communication by introducing Optii Solutions to upper management as a way to increase staff efficiency, resulting in a 35% decrease in overtime, and saving the hotel \$10,000+ per month.
- Utilized hotel standard cleaning procedures to clean at a rate of 2-3 rooms per hour.
- Cleaned rooms from back to front, and paid attention to details, including pressing pillows for presentation and using mist to settle bedding wrinkles, resulting in 0 check-in complaints from guests.

The Williamsburg Hotel

Hotel Housekeeper

Pittsburgh, PA | 2015 - 2017

- Awarded Room Attendant of the Month 7 times by co-workers for my upbeat attitude, willingness to help others, and fast room cleaning rate of 3 per hour.
- Tripled the rate of positive guest experiences, with 150+ guests noting the turn-down services as exceptional on post-stay surveys.
- Recommended the use of complimentary extras, such as chocolates on pillows, resulting in 5 Yelp reviews mentioning them as one of the reasons they would return for another stay.
- Communicated with linen staff and the head of housekeeping assistant, ensuring all guest expectations were exceeded, while increasing efficiency by 25%.

SuperFresh Market

Cashier

Pittsburgh, PA | 2011 - 2015

- Represented the values of SuperFresh Market with a positive, helpful attitude while interacting with customers and staff 100% of the time.
- Arranged check-out merchandise in all lanes to increase last-minute purchase choices by 40%.
- Maintained knowledge of inventory locations and Buy 1, Get 1 promos, to direct customers to the correct aisles and inform them on special discounts, promoting customer loyalty.

SKILLS

- Disinfecting
- Dependable
- Customer Service
- Flexible
- Organized

EDUCATION

High school diploma

Quaker Valley High School

Leetsdale, PA

2002 - 2006

- Mentored 4 new employees on best practices to reduce carpal tunnel injuries while improving efficiency.