

DANIEL WILSON

Housekeeping Manager

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☎ (123) 456-7890

📍 San Francisco, CA

🌐 [LinkedIn](#)

WORK EXPERIENCE

The Ritz-Carlton

Housekeeping Manager

📅 2021 - current

📍 San Francisco, CA

- Created competitive room pricing strategies with Duetto, leading to an **9.6% increase in revenue per available room (RevPAR)**.
- Organized a database of 234+ guest preferences on Medallia to help provide personalized experiences and increase repeat business by 11.3%.
- Cut the hotel's carbon footprint by 47% through sustainable cleaning practices and recycling programs for all waste materials.
- Scheduled optimal hours for each worker with Deputy scheduling software and reduced extra housekeeping labor costs by 37%.

The Westin St. Francis San Francisco

Assistant Housekeeping Manager

📅 2019 - 2021

📍 San Francisco, CA

- Lowered workplace accidents by 21% via safety inspections using iAuditor.
- Handled all daily housekeeping goals, delegating tasks to a team of 16+ housekeeping staff members.
- Used 15Five to conduct monthly performance assessments, **giving valuable feedback and improving staff performance by 13%**.
- Introduced a training program for preparing housekeeping staff to work multiple roles, reducing staffing gaps by 61% during peak seasons.

InterContinental Hotels Group

Housekeeping Attendant

📅 2016 - 2019

📍 Anaheim, CA

- Managed all room assignments with Opera by Oracle, reducing check-in time for guests by 31%.
- Communicated with housekeeping and other departments via Microsoft Teams, improving response times to guest requests by 27%.
- Collected monthly feedback from customers through Medallia, **achieving an average score of 4.6 out of 5, exceeding company goals of 4.2.**

EDUCATION

High School Diploma

[Palo Alto High School](#)

📅 2012 - 2016

📍 Palo Alto, CA

SKILLS

- Opera by Oracle
- QuickBooks
- Deputy
- Microsoft Teams
- Skillsoft
- 15Five
- iAuditor
- Medallia
- CrisisGo
- Duetto