

# ASHLEY DOYLE

## Housekeeping Supervisor

### CONTACT

ashley.doyle.is@gmail.com   
(123) 456-7890   
Denver, CO   
linkedin.com/in/ashley-doy 

### SKILLS

Organization  
Operations  
Microsoft Powerpoint  
Detail Oriented  
Scheduling

### EDUCATION

High school diploma  
Denver East High School  
1994 - 1998  
Denver, CO

### WORK EXPERIENCE

#### Housekeeping Supervisor

MaidPro

2019 - current / Denver, CO

- Spearheaded COVID-19 cleaning protocols to sanitize high touch surfaces with 0 positive cases among staff or clients
- Supervised 48 employees, ensuring attention to detail exceeded client expectations and garnering 80+ 5-star reviews
- Instructed staff members on best practices, improving cleaning efficiency by 2+ hours per job by restructuring cleaning order
- Initiated incentive program, encouraging staff to refer potential clients while retaining staff for 3X longer than national average

#### Housekeeping Manager

Compass Group USA

2014 - 2019 / Denver, CO

- Collaborated with equipment vendors, renting and purchasing specialized equipment such as commercial dryers, upholstery tools, and carpet extractors for 30% below market prices
- Conducted 5 training events for staff members with repeated performance issues, reducing the need to hire new staff by 72%
- Prepared budget reports for Compass Group USA, Denver, exceeding target margins by 9% with efficient cleaning
- Communicated with the housekeeping supervisor, conducting new hire interviews and training 15+ employees

#### Housekeeper

Marriott Vacations Worldwide

2001 - 2014 / Denver, CO

- Improved rate of positive reviews by 30% with 72 guests noting the turn-down services as exceptional on Google Reviews
- Restructured communication by suggesting Flexkeeping to management as a way to increase efficiency, resulting in a 28% decrease in overtime and saving the hotel \$2K+ per month
- Followed hotel cleaning procedures, cleaning 4 rooms per hour