



# ALEXANDRIA MENDOZA

lexim9415@yahoo.com | 720-439-1207 | 13975 W. 72nd Pl. , Arvada , CO 80001

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## Summary

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- Skills
- Cleaning practices
  - Quality improvements
  - Customer service-focused
  - Time management
  - Chandelier cleaning
  - Results-oriented
  - Dedicated team player
  - Strong interpersonal skills
  - Stock maintenance
  - Perform well in high-demand, fast-paced environments
  - Problem resolution
  - Resourceful
  - Fast learning
  - Self-starter
  - Critical thinker
  - Customer friendly
  - Independent worker
  - Self-directed

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## Experience

### **EVS Technician**

09/2015 - 02/2016

Sparks Medical Hospital | Fort Smith, AR

- Emptied all trash cans and replaced liners, disposing of all refuse in proper receptacles for garbage and recycling collections
- Vacuumed carpets, mopped floors and washed blinds, using company-approved cleaning products
- Thoroughly cleaned [Type] establishment, including rooms, lobbies, lounges and restrooms to maintain organized and welcoming environment
- Cleaned, restocked and maintained facility bathrooms for optimal sanitation and ease of use
- Cleaned public restrooms, including scrubbing sinks, toilets, countertops and mirrors to mitigate germs and risk of illness
- Maintained a safe working environment through the prevention of accidents, the preservation of equipment, and adhere to OSHA standards of safe working practices
- Completed hourly custodial rounds, including floor sweeping and vacuuming, glass entryway cleaning and trash collection
- Disposed of trash, cleaned and organized [Type] areas and maintained supply inventory
- Cautiously operated [Type] and [Type] equipment while adhering to all corporate safety measures
- Mopped and vacuumed floors and dusted furniture to maintain organized, professional appearance at all times

### **Cashier**

02/2016 - 10/2018

PicNTote | Fort Smith, AR

- Ensured proper age of customers for alcohol and cigarettes
- Sold store items and vehicle services to customers
- Tracked inventory and reordered items
- Attended to gas spills and accidents promptly and according to established guidelines
- Managed wide variety of customer service and administrative tasks to resolve customer issues
- Extended customer subscriptions, offering discounts and promotions to ensure high customer

retention rates

- Maintained cleanliness, neatness and organization of all areas
- Resolved all customer issues to maintain high standards of customer satisfaction
- Trained new employees on company customer service policies and service level standards
- Worked under strict deadlines and responded to service requests and emergency call-outs
- Maintained up-to-date knowledge of store policies regarding payments, returns and exchanges in order to provide speedy and accurate service to each customer

### **Housekeeping Attendant**

03/2016 - 12/2018

Home2 Suites By Hilton | Fort Smith, AR

- Organized supplies for efficient use based on expected customer needs
- Provided deep cleaning services for areas in need of additional sanitation
- Replenished guest supplies and amenities
- Cleaned, sanitized and restocked bathrooms every 2hrs to keep facilities fresh
- Cleaned the exterior surfaces of lighting fixtures, including glass and plastic enclosures
- Mentored new housekeeper[s] by explaining departmental procedures and offering assistance in finding necessary [Type] items
- Cleaned and dusted cobwebs on light fixtures, baseboards and window sills
- Supervised and supported all new personnel to maximize quality of service and performance
- Stocked room attendant carts with supplies
- Facilitated improvements to workflow and room turnover with hands-on, proactive management style
- Operated incinerators and trash compactors to dispose of garbage
- Removed trash and dirty linens from room attendant carts
- Submitted repair requests to maintenance team

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## Education and Training

### **GED**

Central High School | Sallisaw, OK