

# Chela Andrews

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Seeking long term employment in an organization where I can grow professionally and further enhance my skills, knowledge and experience to face and overcome the challenges of today's changing work environment.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

## Work Experience

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### **Housekeeping**

Mayo Clinic - Rochester, MN

November 2015 to Present

Cleaning patient rooms. Also clean discharges when patients leave. When working at night we have to clean offices and shut down the small clinics. Provide excellent customer service to patients.

### **Supervisor**

Fairfield Inn - Rochester, MN

June 2015 to Present

#### Responsibilities

I make the housekeepers boards in the morning. Expect rooms check and make sure the hotel is clean and tidy. Also on busy days help the housekeepers clean rooms. Provide excellent customer service to our guest.

### **Housekeeper**

Marriott Hotels & Resorts - Rochester, MN

November 2010 to December 2013

#### Responsibilities

Clean rooms, restroomss, corridors, lounges and other work areas so that health standards are met. Keep storage areas and carts well stocked, clean and tidy.

#### Skills Used

- Highly skilled in cleaning rooms and other interior and outside areas
- Documented success in maintaining guest rooms
- Able to replenish cleaning supplies and paper products in rest rooms
- Thorough understanding of maintaining rooms in a clean and presentable fashion
- In-depth knowledge of ensuring guestrooms are properly stripped of bed linens and terry, garbage, and debris
- Proven record of performing cleaning duties such as dust, vacuum, clean rest rooms, pick up garbage and things to be shredded
- Able to give accurate room service to guests
- Thorough understanding of operating cleaning equipment

- Team player with a strong ability to motivate others and resolve conflicts

### **Housekeeper**

Hilton Garden Inn - Rochester, MN  
February 2009 to June 2009

#### Responsibilities

Clean rooms, restroomss, corridors, lounges and other work areas so that health standards are met. Keep storage areas and carts well stocked, clean and tidy.

### **Sales Associate**

TJ Maxx - Rochester, MN  
October 2007 to January 2009

#### Responsibilities

Confer with customers by telephone or in person to provide information about products and services. Take and enter orders. Obtain details of complaints. Check to ensure that appropriate steps were made to resolve customer problems. Compare disputed merchandise with original requisitions and information from invoices. Prepare invoices for returned merchandise.

### **Cashier/Customer Service**

Cub Foods - Rochester, MN  
April 2008 to October 2008

#### Responsibilities

Receive payment by cash, check, credit cards, vouchers, or automatic debits. Issue receipts, refunds, credits, or change due to customers. Count money in cash drawers at the beginning of shifts to ensure that amounts are correct and that there is adequate change. Greet customers entering establishments. Maintain clean and orderly checkout areas.

### **Rep 1 Video Repair**

Charter Communications - Rochester, MN  
July 2014

#### Responsibilities

Provide great customer service to our customers when they call. Answer phones and fix cable problems.

## Education

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### **Psychology**

RCTC - Rochester, MN  
2014 to 2017

### **G.E.D**

Hawthorne Educational Center - Rochester, MN  
2013 to 2014