

Sativa A. Harvey

Professional Cleaner/Experienced Laborer & Customer Care Representative

Arvada, CO | +13035250825 | s.avolyn_1214@gmx.com

Summary

Reliable and adaptable General Labor worker with an agreeable disposition and a stellar customer service ethic. Seeking a long term position with an established company to further develop my knowledge and skills in a role requiring high performance with minimal supervision. Adept multitasker with abilities to handle a number of workplace responsibilities with accuracy and efficiency. Able to lift and carry heavy objects repeatedly and for prolonged periods of time.

SKILLS

Multi Skilled / Experienced Hard Worker

- Organized and Punctual
- can lift up to 50lbs.
- Always open to Overtime Open to Graveyard shift/ 12+ Hr shifts
- Wide experience in a variety of types of physical labor; prior experience as car lot attendant, Iron prepping for oil rigs, & warehouse working at Vestas building parts to a wind turbine.
- Robust physical stamina for performing strenuous and repetitive tasks
- High ability to follow written and oral instructions
- Strong basic mathematical skills
- Excellent grasp of safety guidelines for a variety of job contexts
- Maintain multiple tasks at once under low to no supervision
- Good oral and written communication abilities including customer service and conflict resolution.
- Eye for Detail

Customer Service/Hospitality

Great communication and social skills; Able to gain a customer trust and friendliness easily.

With over 6 years in customer service, meeting new people, making others feel welcome and laugh is in my nature as well as very easy to do.

Excellent conflict resolution skills

Rebuttal skills for sales and marketing.

Quality Leadership/ Team Management

- Excellent communication with customers and Team members
- Quick learner
- Time management skills
- File/records maintenance
- Computer proficient
- Positive learning process
- Client-focused

Proficient in Microsoft software

Excel, Word, PowerPoint, Office, etc.

WORK EXPERIENCE

2019 - 2020

Certified Professional Residential & Commercial Cleaner

Dashing Maids LLC

2018 - 2020

Cleaning Sub Contractor - Residential, Commercial, & Short term rental (AirBnB)

VVJ CLEANING, CRITES CONSTRUCTION, TURNOVERBNB, READY FOR COMPANY LLC.

Worked as a sub contractor for various different companies across the Denver Metro Area

AirBnB, reoccurring Residential/ Comercial, Deep Cleans and Post Construction cleans

2018 - 2019

Professional Maid

MaidPro LLC.

2017 - Present

Business Owner/Professional Cleaner+Home Service Provider

Sheer Clutter Solutions

- Effectively maintain business operations running with proper customer communication & invoicing.
- Scheduling appropriate appointments per individual clients convenience.
- Executing top quality home and landscaping services to exceed customer's standards.
- Resolving any client complaints or concerns in a timely manner
- Inventory and bookingkeeping

09/2018 - 01/2019

Warehouse Worker

Elwood Staffing Inc.

- Accurately staged and sorted products for loading.
- Unloaded cargo with cranes/other heavy-duty machinery equipment, maintaining clean, safe, and organized warehouse.
- Remained flexible to the scheduling needs of the business, including evening and weekend shifts.
- Followed verbal and written directions with accuracy.
- Ensured damaged products were identified and removed when received.
- Sustained standing posture for periods of time up to 12 hours over 15-hour shift.
- Selected the appropriate cleaning chemicals and supplies to complete tasks.
- Regularly lifted and moved up to 50 pounds.

01/2018 - 08/2018

Credit Specialist/Call Center Opener

Ascent Hope Resource Group/ Inversion Credit LLC.

- Inversion Credit LLC/Ascent Mortgage Partnered with customers by using effective communication skills, which boosted the payment process.
- Credit Specialist/Call Center Opener for Rent to Own Homes Identified valuable solutions for those customers who were having credit problems.
- Frequently reviewed and checked credit limit appropriateness for customers. Gathered information and entered data into computer system
- . Provided reliable and timely project by project expense, capitalization, amortization and spend data for all departments.
- Formed and sustained strategic relationships with clients. Reached out customers to collect outstanding payments via one-time or negotiated installment methods.
- Reviewed credit records to evaluate customer histories.
- Received and submitted payments and applied amounts to customer balances. Contacted customers in person at personal and business locations to collect payments directly.
- Updated customer accounts with interactions, payments and personal information. Initiated payment recovery for overpayment.
- Qualified clients for the Rent to Own process

02/2017 - 01/2018

Used Car Lot Technician / Attendant

Choice One Motors

- Ensure to open gates and move blocker cars.
- Perform to starts vehicles and fill fuel tank with gasoline.
- Ensure to straighten and rotate cars in parking lot as per instructions of supervisor.
- Maintain and comply with routine to clean vehicle interior to ensure car remains in show condition.
- Perform duty to wash vehicle exteriors as well vacuums interiors.
- Head responsibility to remove all trash, clean restrooms and maintain car lot clean.
- Check in new cars along with prepare stock sheet to office.
- Conduct errand run for dealership as required.
- Ensure to lock gates and store all keys in lock boxes appropriately at end of day.
- Head responsibility for vehicle flow for every car needing maintenance repairs.
- Assist to prepare vehicles for maintenance repairs and operate hand seized scanner.
- Direct vehicle to apt maintenance and repair staging area.

- Identify type of repair category through placing apt maintenance 'hat' on respective vehicles.
- Ensure to complete vehicle supply as required and support in location in non-revenue status of all vehicles.

08/2017 - 12/2017

Front of House Manager/Chef

Newks Eatery

- Stocked newly delivered inventory in storage, kitchen and food prep.
- Front of House Manager; Maximized employee morale and corrected performance issues according to established standards.
- Maximized table turns and rotated seating for optimal guest satisfaction.
- Hand-washed dishes and glassware thoroughly. Added special garnishes and other finishing touches to dishes prior to serving. Communicated and exemplified the company's vision and goals. Complied with health and sanitation practices and procedures.
- Greeted new customers, answered initial questions and took drink orders. Accurately made change for cash transactions.
- Educated guests on daily specials and menu offerings, enabling decisions on appetizers, entrees and desserts.
- Recorded orders and partnered with team members to serve food and beverages.
- Resolved complaints from guests by listening to issues and notifying

08/2015 - 01/2016

Lube Technician

Jiffy Lube

- Performed daily inspections of random site buildings.
- Lube Technician Managed work with little supervision.
- Assisted with clerical duties and documented daily work.
- Transported materials, tools and machines to installation sites.
- Responsible for promoting safe and clean working environment. Used hand tools to mount, install, and secure tools.
- Taught team members how to properly wash, wax and vacuum vehicles.
- Notified supervisors of faulty operations and defective materials.
- Maintained record accuracy by using work order reporting system.

EDUCATION

08/2015 - 12/2015

Associates in Public Speak & human Relations

Larimer County Community College

Completed 1 semester of schooling beofre moving back to Colorado for family matters.

REFRENCES

- | | |
|--|-----------------------------|
| 1. Johnathan Jones~ Ex-Employer/ 5 years | -Phone No. # (303).809.1764 |
| 2. Paul Ulery~ Prior Co-Worker/ 2 years | -Phone No. #(720) 841.4341 |
| 3. Jerry Parks~ Recent Client/ 4 yr. | -Phone No. # (720).263.7520 |