

# DELIA TAGLE TELMO

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## Performance Summary

Highly dedicated and dependable custodial worker with a strong work ethic and customer service history. Handle a number of cleaning projects with thoroughness and efficiency. Conscious and capable of taking initiative. Exceptionally organized to effectively juggle many task and independent. Energetic and hardworking. Proficient in routine and deep cleaning.

## Highlights

- Organized.
- Decision making skills
- Safety conscious
- Dependable
- Energetic
- Hardworking
- Dedicated .
- Knowledgeable in Microsoft Word, Excel-Spreadsheet, Power Point, Outlook and SAP.

## Work History

### Custodian 02/21/18 to present

#### Hire Care (assigned at UCSD Hospital in La Jolla)

- Disinfecting patient's room after he/she has been discharged to ensure that the germs are killed.
- Changing linens on patient's bed,
- Cleaning and sanitizing surgical areas,offices, labs, restrooms, waiting areas and hallways.
- Replenishing supplies such as soap, hand sanitizer, paper towels, toilet liner and toilet paper.
- Emptying waste bins carefully to eliminate hazard from the hospital.
- Vacuuming, mopping, wiping staff & family lounge.

### Stocker/Retail Sales Associate (Part time), 11/06/2017 to 02/15/18

#### Ross Store

- Provide excellent customer service by determining customer's need and greeting with a smile.
- Responsible for ensuring merchandise is properly priced and assist in floor moves.
- Unload and unpack merchandise.
- Ensure that shelves have enough stocks, display and merchandise on racks are sized correctly.

### Stocker/Retail Sales Associate, 08/30/2017 to 12/28/2017

#### Marshalls

- Provide excellent customer service by determining customer's need and greeting with a smile.
- Responsible for ensuring merchandise is properly priced and assist in floor moves.
- Unload and unpack merchandise.
- Ensure that shelves have enough stocks, display and merchandise on rocks are sized correctly.

### Loan Documentation Officer/Quality Control Officer , 03/2008 to 02/2017

#### Property Company of Friends, Inc. ( Real Estate) - Philippines

- Managed groups tasked with the review and process the documents of clients to ensure the consistency, accuracy and quality prior to delivery of documents to financing institutions for housing loan.
- Administered the daily work flow and assignment of the group.
- Prepared periodic reports for management and other groups.

## Education

High School Diploma	San Jose High School-Philippines	1990
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Housekeeping Test

1. During which of the following situation(s) should you wear gloves?
  - a) When handling disinfectant solutions
  - b) When cleaning guest rooms
  - c) When handling soiled linen
  - d) When handling or disposing of waste
  - e) All of the above
2. Which of the following should be cleaned daily?
  - a) Chairs, lamps, and tables
  - b) Tabletops, bed, and handrails
  - c) Grab bars, light, tops of doors and counters
  - d) Floors, sinks, toilets, and latrines
  - e) All of the above
3.  True or False: You do not need to use a separate cloth for cleaning bathrooms.
4.  True or False: Dusting is most commonly used for cleaning walls, ceiling, doors, windows and furniture.
5. Should the following be cleaned daily or weekly? Circle one.

a) Floors	<input checked="" type="checkbox"/> Daily / <input type="checkbox"/> Weekly
b) Toilets and latrines	<input checked="" type="checkbox"/> Daily / <input type="checkbox"/> Weekly
c) Carpets in guest rooms	<input checked="" type="checkbox"/> Daily / <input type="checkbox"/> Weekly
d) Carpets in offices	<input checked="" type="checkbox"/> Daily / <input type="checkbox"/> Weekly
e) Soiled linen	<input checked="" type="checkbox"/> Daily / <input type="checkbox"/> Weekly
6. The best way to clean the floors:
  - a) Scrubbing
  - b) Dry sweeping and dusting
  - c) Sweeping, mopping and dusting
  - d) Wet mopping
7. What should do if you spill liquids or see a liquid spill?
  - a) Leave it for someone else to clean- up
  - b) Wait until the end of your shift to clean it
  - c) Flag the spill and clean it up immediately
  - d) Not sure
8. The proper procedure for cleaning spills of blood and other body fluids is:
  - a) Wearing gloves, clean with cloth soaked in chlorine solution and follow up with disinfectant solution
  - b) Find the janitor on- duty and ask him to clean it up
  - c) Grab whatever is closest and wipe up immediately, then mark "Biohazard"
  - d) Nothing
9. What do you do if you encounter with bed bugs in a guest room? *with wear a gloves put the bed bugs in plastic bag and inform the supervisor so he/she report the team responsible for eliminating bed bugs or other insects.*
10. What do you do if you find Lost and Found items in a guest rooms? *turn - over to the lost and found team*
11. Describe the difference between a disinfectant and a cleaning solution? *disinfectants are use for killing the germs while cleaning solution is for cleaning the areas to make it presentable.*