

**Nancy Huezo**  
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**Huntington Park, CA**

### **Objective**

To obtain a position where I will place my education, skills and past experiences to use and allow for future growth.

### **Professional Experience**

#### **Universal Studios Hollywood**

##### **Food stand attendant | On Call (August 2019 - Present)**

- Provide Customer Service
- Greet guests upon arrival
- Cashier duties
- Serve food
- Assist guests with any questions/concerns and strived to make their visit fun and positive
- Maintain working area clean

#### **AMR Janitorial Services**

##### **Janitorial (2019 April-August)**

- Experience in Housekeeping: Making beds, laundry, fold clean sheets, towels and clothes; vacuum, mop, sweep, wipe kitchen counters, polish wood, stainless steel, clean glass, wash dishes by hand and operate dishwasher, restroom details, clean appliances, dusting, clean AC vents, organizing, report repairs needed, report when running low on cleaning supplies
- Experience in Spa setting: scrub showers, sauna, vacuum, clean glass, kitchen, marble care
- Label chemicals and use adequately
- Maintain working area organized and tidy

#### **Kohl Building Maintenance**

##### **Janitorial Supervisor | Los Angeles Center Studios (December 2017- December 2018)**

- Staffing and scheduling
- Ordering supplies and manage inventory
- Onsite inspections for satisfactory job performances
- Ensure equipment is in proper working condition and schedule repairs
- Leadership in special projects. Provide all necessary means and staffing
- Train new employees and crew members covering shifts
- Consult with crew members regarding performance and personal concerns and issues.
- Payroll
- Provide daily reports of tasks completed
- Client relations and assist meetings

##### **Janitorial | Los Angeles Center Studios (October 2012–December 2017)**

- Mopping, sweeping, take out trash, use of wet vacuum and regular vacuum, leaf blower, detailing,
- Public area cleaning and indoor cleaning provided such as suites, production rooms, overnight guest room
- Detail props and filming sets which include of court room, morgue, jail set, hospital, sound stages and more
- Provide custodian services in big events like Mad Decent Block Party, Los Angeles Food & Wine Festival, proms and small private events
- Radio calls, use of Angus app work orders, email reports, report anything that need repair
- Use of trash compactor

#### **Keromina Dental Office**

##### **Administrative Assistant | Receptionist (June 2010 – October 2012)**

- Greet patients in a courteous and friendly manner
- Answer phone calls
- Use basic office machines as: fax, printer and copier
- Manage payments and cash handling
- Verify insurances– PPO, HMO, Medi-Cal
- Assist with referrals, claim forms
- Patient recall
- Schedule appointments and call for confirmation/reminders
- Manage office supplies
- Maintain facility nice and clean

## **Education**

### **Everest College | 2009 - 2010**

Diploma in Medical Administrative Assistant  
courses in Payroll, Accounting, Communications and Bookkeeping

### **John C. Fremont High School | 2004 - 2008**

High School Diploma

## **Skills and Highlights**

- Bilingual - fluent in English and Spanish
- Knowledge in Office programs: Word, Excel, Power Point and Outlook
- Reliable
- Responsible
- Pay attention to detail
- Fast learner
- Team player

Name: Nancy Huero

Housekeeping Test

100%

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 ☒ Daily ☐ Weekly
  - b) Toilets and latrines ☒ Daily ☐ Weekly
  - c) Carpets in guest rooms ☐ Daily ☒ Weekly
  - d) Carpets in offices ☐ Daily ☒ Weekly
  - e) Soiled linen ☒ Daily ☐ 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?

Notify and get out.
10. What do you do if you find Lost and Found items in a guest rooms?

Notify to supervisor/person in charge
11. Describe the difference between a disinfectant and a cleaning solution?

A disinfectant kills the germs/bacteria in the surface while a cleaning solution only cleans the type of surface ~~and~~ but doesn't have antibacterial properties.

