

SHACORA NICOLE WARREN



Home Residence: 6756 7th AVE. LOS ANGELES, CALIFORNIA, 90043
Contact Phone: (323) 377-1599 **Email:** shacorawarren@gmail.com

OBJECTIVE:

To obtain a position where my skills and abilities may have valuable application.

SKILLS:

Typing (45wpm), Proficiency in: Microsoft Word, PowerPoint, and Spreadsheet and Excel.

ABILITIES:

Quick learner, works well with others, hard working, dependable, good listener, follows directions well, and can train/teach others.

WORK EXPERIENCE

12/18-PRESENT

Extended Stay America-Housekeeper/Front Desk Receptionist

Duties include: Checking guest in and out of rooms, replacing room keys, accepting reservations, ensuring customer satisfaction, housekeeping, night laundry, clean all vacant and dirty rooms, polish furniture, sweep and mop floors, reporting any damages inside rooms, replacing guest amenities, folding linens, sorting through damaged items, stocking housekeeping rooms with sufficient clean linens and cleaning supplies, and setting up breakfast station.

06/16-01/19

Wal-Mart-Cashier/Customer Relations Clerk

Duties included: Cashiering, taking inventory, replacing low stock items, and customer service support.

03/16-09/18

Extended Stay America-Housekeeper

Duties included: Housekeeping, night laundry, clean all vacant and dirty rooms, polish furniture, sweep and mop floors, reporting any damages inside rooms, replacing guest amenities, folding linens, sorting through damaged items, stock housekeeping rooms with sufficient clean linens and cleaning supplies, and setting up breakfast station.

06/15-03/16

Gate Gourmet-Airline Food Preparer/Assembler

Duties included: Preparing food for airline flights, following guides as depicted on pictures, setting up trays to be put on carts, adapting to last minute flight changes, efficiently communicating with management and flight coordinators regarding flight schedules.

02/13-03/15

A Mother's Touch Daycare- Childcare Assistant

Duties included: Ensuring the safety of the children, assist in recreation, and lead in early academic curriculum, prepare meals, keep parents updated about the progress of their child.

10/13-12-13

JCPenny-Customer Service (seasonal)

Duties included: Providing great customer service, locating items for customers, cashiering, soliciting credit, and store recovery

10/12-06/15

St Augustine Missionary Baptist Church- Usher (Volunteer work)

Duties included: Escorting people to their seat, standing guard in the aisles and doors, collect offering, deliver messages, and assist the elderly

11/12-11/12

Victoria's Secret- Sales Associate (seasonal)

Duties included: Help promote sales, put back items that were not purchased, replenish shelves, keep items neat and presentable

03/12-02/13

Granny Riley's Family Childcare

Duties included: Assist in recreation, early academic curriculum, potty training, and volunteer work.

EDUCATION

01/13- 05/14 **Marinello School Of Beauty**
Inglewood, California
Cosmetology/Barbering/Manicuring/Esthetics

08/12-01/13 **El Camino Compton Center**
Compton, California
General Education

09/10-12/11 **Cal State University Northridge**
Northridge, California
Major: FCS/Apparel Design/Production

08/07-06/10 **Animo South Los Angeles Charter High School**
Los Angeles, California
General Education-Graduated 06/10

AWARDS/ACCOMPLISHMENTS

05/2014 Cosmetology License Received from Board of Barbering & Cosmetology

05/2014 Marinello School of Beauty Graduate

02/2013-11/13 Perfect Attendance for Marinello Schools of Beauty

10/2013 Student of the Month for Marinello Schools of Beauty

08/2013 Student of the Month for Marinello Schools of Beauty

02/2013 Student of the Month for Marinello Schools of Beauty

07/15/07-07/21/07 Participated in the 2007 Summer Leadership Program at USC

REFERENCES AVAILABLE UPON REQUEST

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

-3

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

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?

~~Alert Maintenance or Front desk and then remove all the bedding from the bed~~

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

~~Put it in a bag with name ~~or~~ of item and room number and date~~

11. Describe the difference between a disinfectant and a cleaning solution?

A Cleaning solution is used to clean what's on the surface and a disinfectant is used to deep clean underlying issues of an area or spill. KILLS GERMS

79%

