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# YULEIDY CASTRO

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## PROFESSIONAL SUMMARY

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Motivated Crew Team Member committed to contributing to business success. Experienced in providing high-quality industrial production work. Focused on customer satisfaction and team productivity.

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## SKILLS

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- Room turnover
- Cleaning techniques
- Safe Chemical Handling
- Guest Relations
- Inventory Stocking
- Ingredient Preparation
- Stock Rotation
- Food Processing

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## WORK HISTORY

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### **Hotel Housekeeper/Laundry Attendant, 07/2022 - 01/2023**

**Sonesta** – Cali, Colombia

- Built strong relationships with hotel staff in other departments, fostering a collaborative atmosphere that contributed to the overall success of the property.
- Contributed to the hotel's reputation for cleanliness and comfort by providing exceptional service to all guests.
- Replenished room supplies such as drinking glasses, bathroom items, writing supplies, and hotel brochures to make guests feel welcome and at home.
- Expedited the laundering process by pre-treating heavily soiled items before washing them with other linens.
- Set up wash and dry cycles with appropriate settings such as spin speed, temperature, and cleaning agents.
- Used irons and iron boards to press clothing, folding and organizing garments.

### **Prep Cook, 08/2021 - 03/2022**

**NCA** – Cali, Colombia

- Set up and prepared cooking supplies and workstations during opening and closing to maximize productivity.
- Supported the success of daily operations by assisting chefs with ingredient prep work as needed.
- Stocked inventory efficiently, enabling seamless transition between meal services.
- Showcased creativity in garnishing dishes, adding visual appeal that enhanced overall dining experience for guests.

### **Housekeeper/ Prep Cook, 07/2019 - 08/2021**

**Hotel Esperanza** – Cali, Colombia

- Ensured a high standard of cleanliness by adhering to hotel guidelines and using proper cleaning techniques.
- Collaborated with other housekeeping staff to maintain a positive work environment, resulting in improved efficiency.
- Maintained an organized inventory of housekeeping supplies, ensuring adequate stock levels for daily operations and reducing unnecessary expenditures.
- Supported the success of daily operations by assisting chefs with ingredient prep work as needed.
- Prepared meals efficiently under time constraints for timely service during peak hours.
- Enhanced customer satisfaction by consistently delivering high-quality, visually appealing dishes.

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## EDUCATION

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### **High School Diploma**

**Antonio Jose De Sucre** - Miranda, Venezuela