

Ladiamond Allmond

Housekeeper

✉ ladiamond.allmond@gmail.com

☎ (943) 306-6583

📍 Billings, MT

Education

Certificate in Hospitality Management at Montana State University, MT

Feb 2019 - May 2023

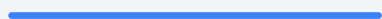
Relevant Coursework: Hospitality Operations, Food and Beverage Management, Customer Service Excellence, Event Planning, Financial Management in Hospitality, and Marketing Strategies for Hospitality.

Links

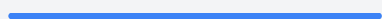
[linkedin.com/in/ladiamondallmond](https://www.linkedin.com/in/ladiamondallmond)

Skills

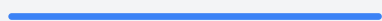
Time management



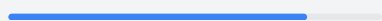
Detail orientation



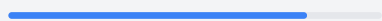
Communication



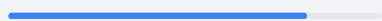
Flexibility



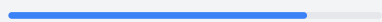
Problem-solving



Multitasking

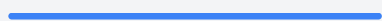


Organization

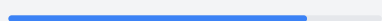


Languages

English



Urdu



Profile

Detail-oriented housekeeper with two years of experience maintaining cleanliness and order in residential settings. Skilled in efficient cleaning techniques, laundry, and organizing spaces. Committed to high standards and client satisfaction, ensuring a welcoming and pristine environment.

Employment History

Housekeeper at Merry Maids, MT

Jun 2025 - Present

- Efficiently cleaned and sanitized over 15 homes per week, ensuring a consistently high level of customer satisfaction.
- Trained and mentored new staff members, improving team productivity by 20% within three months.
- Implemented eco-friendly cleaning techniques that reduced chemical usage by 30%, promoting a healthier home environment.
- Managed inventory and restocked supplies, maintaining optimal levels to prevent service delays.
- Received "Employee of the Month" award twice for exceptional service quality and attention to detail.

Assistant Housekeeper at Molly Maid, MT

May 2023 - May 2025

- Coordinated daily cleaning schedules for a team of 8, ensuring timely completion and client satisfaction rates above 95%.
- Implemented an inventory tracking system that reduced supply costs by 15% over six months.
- Enhanced customer feedback mechanisms, boosting positive reviews by 30% within the first quarter.
- Trained new staff on cleaning techniques and safety protocols, decreasing onboarding time by two weeks.
- Spearheaded a green initiative that cut chemical usage by 20%, promoting eco-friendly practices.

Certificates

Certified Executive Housekeeper (CEH)

Oct 2023

Hospitality Facilities Executive (HFE)

May 2022

Memberships

International Executive Housekeepers Association

Association of Residential Cleaning Services International