Address**:** Dubai, UAE

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HIGHLIGHTS

Team building

Interpersonal

Technology

Goal-oriented

Administration

Risk and Safety

Trainings

Problem solving

Quality Mgmt.

Ieva Lesina

Housekeeping Supervisor, 12 / 2021 to 11 / 2023

Jumeirah Creekside Hotel, Dubai, UAE

Development

Creativity

Budgeting

Maintenance

Planning

Guest service

Communication

Productivity

Inventories

Housekeeping and Laundry

Evolved resilient outsource cleaners’ team.

Real E**state Administrator**, 01/2021 to 12/2021

Edge Realty real Estate, Dubai, UAE

Commercial and Residential real estate. Customer units cumulation

and inventory.

**Housekeeping Supervisor**, 02/2019 to 01/20201

Time Hotels, Dubai, UAE

Housekeeping and Laundry. Facilities

CERTIFICATION

* Reduced person-hours by 54 hours per week. Implementing new cleaning process and team strategies in support of cost reduction.

Certificate, Coaching and Performance, 02/2020 Workshop by Hossam Hagag - Dubai, UAE

Certificate, Sustainability 08/2019 Online, Dubai Way - Dubai, UAE Certificate, Finance for Non - Financial Managers, 03/2019 Workshop by Clive Sherer - Dubai, UAE

* Increased staff motivational confidence levels. Conducting training in Covid 19 safety applications in an operating hotel.

**House Supervisor**, 07/2015 to 08/2018

UHNWI property, Sharjah, UAE

Housekeeping and Laundry

* Developed team communications and information for daily operation.
* Collaborated with outsourced services and vendors in alignment with customer needs.

TECHNICAL

Microsoft 365, Google, Opera, Fidelio, Micros

LANGUAGES

English

**Housekeeping Supervisor**, 01/2013 to 07/2015

IHG Hotels, Muscat, Oman

Housekeeping and Laundry

* Pre-opening team. Champion of the Quality Evaluation Management program.
* Beginners casual staff trained and developed up to required standard and planned departmental setup achieved within one month in busy running hotel pre-opening stage.

SUMMARY

Effective Collaborator with proven ability to positively motivate and lead employees, resulting excellent staff satisfaction results. Experienced building multi-lingual teams and deal with cultural diversity within a department.

* Top three hotels in the region in guest satisfaction tool Heartbeat vs I-clean program, in areas related to comfort and cleanliness.