JULIAN MERCER

HOUSEKEEPER

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PROFESSIONAL SUMMARY

Hotel housekeeper and certified guest room attendant with 4+ years cleaning rooms at full-service resort properties. Cleans 16 to 18 rooms a shift to inspection standard and handles guest requests and lost property carefully. Reliable, fast, and trusted with VIP and suite assignments.

PROFESSIONAL EXPERIENCE

Room Attendant Mar 2024 - Present
MGM Resorts International, Mandalay Bay, Las Vegas, NV

- Clean 16 to 18 guest rooms per shift, including suites, in a property of about 3,300 rooms, passing supervisor inspection on the first check 96% of the time.
- Cut average room cleaning time from 32 to 27 minutes by following a fixed cleaning sequence and stocking the cart before each shift.
- Handle VIP and early check-in rooms by priority order, meeting every ready-time request.
- Report maintenance issues such as leaks and broken fixtures through the work-order app the same day they are found.
- Check mini-fridges, safes, and smoke detectors during each clean and report any fault so rooms are not sold with unresolved defects.
- Return found items to the lost-and-found desk with a written log, and had two high-value items returned to guests.
- Complete deep-clean tasks on a rotating schedule, including mattress flips, vent dusting, and balcony cleaning, on about 30 rooms a month.

Housekeeper Jan 2023 - Feb 2024
Hilton Garden Inn, Henderson, NV

- Cleaned 14 rooms a shift in a 130-room hotel and restocked linens, amenities, and public area supplies.
- Followed bloodborne pathogen and chemical safety procedures and completed all required safety training on time.
- Covered laundry and public area duties during short-staffed weekends, helping the team meet housekeeping targets.
- Cleaned and restocked meeting room and lobby restrooms on a set rotation, keeping public areas ready for guest and conference traffic.
- Replied politely to guest requests for extra towels, cribs, and rollaway beds, resolved within 15 minutes.
- Maintained clean carts and storage closets daily and reported low linen and chemical stock to the supervisor before it affected assignments.

Housekeeper Sep 2022 - Dec 2022
La Quinta Inn & Suites, Las Vegas, NV

- Cleaned 12 rooms a day, including deep cleans of carpets and bathrooms, in a 100-room property.
- Inspected completed rooms against a checklist before reporting them ready to the front desk.
- Followed a daily room-status list from the front desk and prioritized same-day arrivals so early check-ins were ready on time.
- Trained one new hire on cart setup and bed-making standards, shortening her ramp-up to full room assignments to two weeks.
- Disinfected high-touch surfaces such as remotes and door handles in every room, following the brand cleanliness protocol.

CORE SKILLS

Guest room cleaning | Bed making and linen care | Bathroom sanitation | Cart stocking | Inspection standards | Chemical safety | Bloodborne pathogen protocols | Time management | Lost and found handling | Guest courtesy | Deep cleaning | Work-order reporting

EDUCATION

Certificate in Hospitality Management, College of Southern Nevada, Las Vegas, NV

CERTIFICATIONS

Certified Guest Room Attendant (CGR), AHLEI | Bloodborne Pathogens Training, American Red Cross | CPR and First Aid