Ana Ferreira

HOUSE CLEANER

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SUMMARY

House Cleaner with 2 years of residential and commercial cleaning experience, now servicing 25 recurring homes a week for a Charlotte cleaning company. Reads client cleaning instructions closely, picks the right product for stone, wood and stainless surfaces, and handles move-out cleaning to landlord checklists. Punctual, friendly and known for customer service that keeps clients on schedule.

SKILLS

Residential Cleaning • Deep Cleaning • Move-Out Cleaning • Cleaning Products • Cleaning Instructions

Floor Care • Customer Service • Punctuality • Attention to Detail

EXPERIENCE

House Cleaner 06/2025 - Present

Myers Park Home Services Charlotte, NC

Full-time cleaner on a two-person team for a residential cleaning company.

- Maintain **25** recurring homes a week, covering kitchens, bathrooms, baseboards, ceiling fans, blinds and floors.
- Complete deep cleaning and move-out cleaning for about 6 homes a month, with every landlord walkthrough passed.
- Select cleaning products by surface, using pH-neutral cleaners on granite and wood, with zero finish damage claims.
- Earn a 4.9 average client rating across 300+ visits by following each home's notes on pets and alarms.
- Record supply use in the team app, holding monthly product spend under the $150 van budget.

Janitorial Crew Member 09/2024 - 05/2025

Carolina Office Care Charlotte, NC

Part-time evening crew cleaning medical and office suites.

- Completed 12 office suites a night, emptying trash, sanitizing restrooms and vacuuming 15,000 square feet.
- Maintained tile floors in 3 medical clinics, using color-coded mops to prevent cross-contamination.
- Reported **40+** building issues to the site supervisor, from broken lights to leaking faucets.

EDUCATION

High School Diploma 06/2024

West Charlotte High School Charlotte, NC

General Studies