

# KRYSTAL PEREZ

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## PROFESSIONAL SUMMARY

Hardworking employee with experience in residential and commercial settings. Adept at following instructions, maintaining clean and tidy workspace, and working cooperatively with team members.

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## WORK HISTORY

### OFFICE CLEANER 09/2023 to 09/2024

**ABM Industries, Inc.**, Fort Worth, TX

- Cleaned desks, office equipment, walls, files, ledges, and countertops by dusting surfaces.
- Used time management and efficient cleaning methods to meet deadlines.
- Sanitized office spaces, bathrooms, and kitchens to maintain a hygienic work environment for employees and visitors.
- Maintained high standards of cleanliness with thorough restroom sanitation, including scrubbing toilets, sinks, and floors.
- Assisted in event preparation and cleanup for company meetings, conferences, or celebrations while adhering to strict deadlines.
- Conducted thorough inspections of offices to report damages and maintenance issues.
- Mentored new hires, resulting in stronger staff development and increased productivity.

### RESTAURANT CASHIER 02/2023 to 06/2024

**Braum's Ice Cream and Dairy Stores**, Fort Worth, TX

- Collaborated with team members to ensure optimal efficiency during peak dining hours.
- Handled high volume transactions calmly, maintaining composure under pressure and delivering excellent customer service.
- Performed end-of-shift duties such as cleaning cashier stations, counting cash drawers, restocking supplies as needed.
- Balanced multiple responsibilities simultaneously, prioritizing tasks according to immediate needs of the restaurant operation.
- Managed cash drawer accurately, ensuring proper handling of currency and daily reconciliation procedures.

### CASHIER 10/2021 to 10/2023

**PLS Check Cashing**, Fort Worth, TX

- Greeted customers entering store and responded promptly to customer needs.
- Welcomed customers and helped determine their needs.
- Worked flexible schedule and extra shifts to meet business needs.
- Operated cash register for cash, check, and credit card transactions with excellent accuracy levels.
- Maintained a balanced cash drawer, ensuring accurate accounting at the end of each shift.

**INSURANCE POLICY CUSTOMER SERVICE AGENT** 08/2022 to 09/2023

**AI Insurance**, Fort Worth, TX

- Delivered exceptional customer service by proactively addressing concerns and fostering a positive experience throughout all interactions.
- Maintained accurate records of client communications, transactions, policies, and other relevant documentation for seamless operations within the agency.
- Assisted clients in navigating the claims process, ensuring timely resolution of issues and optimal outcomes.
- Supervised policy renewal process, proactively reaching out to clients well in advance of expiration dates.
- Streamlined policy application processes for faster turnaround times and higher approval rates.

**LAUNDRY ATTENDANT** 08/2022 to 08/2023

**Hilton Garden Inn Hotel**, Fort Worth, TX

- Maintained a clean and organized work environment, ensuring optimal productivity and minimal downtime.
- Set up wash and dry cycles with appropriate settings such as spin speed, temperature, and cleaning agents.
- Demonstrated strong attention-to-detail when folding clean linens according to hotel standards.
- Collaborated with housekeeping staff to ensure timely delivery of clean linens to guest rooms.
- Managed inventory levels for laundry supplies such as detergents, softeners, and stain removers to prevent shortages or delays in service.

**CASHIER/KITCHEN HAND** 12/2021 to 11/2022

**Medical City Fort Worth Hospital**, Fort Worth, TX

- Welcomed customers and helped determine their needs.
- Performed end-of-shift duties such as cleaning cashier stations, counting cash drawers, restocking supplies as needed.
- Reduced wait times by quickly completing customer orders and coordinating with kitchen staff for timely food preparation.
- Maintained strict adherence to food safety regulations, promoting a clean and safe dining environment for guests.
- Assisted in menu knowledge training for new employees, contributing to improved team performance.

**HOUSEKEEPER** 07/2021 to 07/2022

**Hilton Garden Inn Hotel**, Fort Worth, TX

- Cleaned and stocked guest rooms by replacing used towels and linens, vacuuming floors, making beds, and restocking bathroom items.
- Collaborated with other housekeeping staff to complete tasks efficiently and effectively.
- Ensured all rooms met hotel cleanliness standards by conducting regular inspections and addressing any issues promptly.
- Engaged with guests on room requirements and amenities to promote overall satisfaction.

**HOME HEALTH AIDE** 09/2019 to 05/2022

**Promptime Home Health Services**, Fort Worth, TX

- Helped patients maintain personal hygiene through bathing, grooming, and toileting assistance when necessary for dignity preservation.
- Maintained a clean and safe home environment for patients, reducing falls and accidents.
- Assisted clients with daily living activities, enhancing their independence and quality of life.
- Performed light housekeeping duties including laundry linen changes, sweeping vacuuming and mopping ensuring a clean and organized living space for patients.

**TAX PREPARER** 01/2017 to 04/2021

**Liberty Tax Service**, Fort Worth, TX

- Maintained high levels of confidentiality when dealing with sensitive client information, fostering trust and loyalty among clients.
- Analyzed financial records to verify accuracy of tax returns.
- Provided exceptional customer service during peak tax season by remaining calm under pressure and addressing client concerns promptly and professionally.
- Increased client satisfaction by providing accurate and timely tax preparation services.

**WAREHOUSE WORKER (TEMP)** 08/2018 to 11/2019

**Smith Personnel Solutions**, Fort Worth, TX

- Loaded, unloaded, and moved material to and from storage and production areas.
- Reduced order processing times with streamlined picking, packing, and shipping procedures.
- Managed incoming shipments effectively by inspecting goods for quality control purposes before storing them appropriately.
- Enhanced warehouse efficiency by implementing effective inventory management and organization systems.

**ADDITIONAL EXPERIENCE**

- Residential House Cleaning – mopping, dusting, sanitizing, changing bed linens

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**EDUCATION**

**O D Wyatt High School**, Fort Worth, TX  
**High School**

**Prosperity Employment Outreach** , Midland, TX - 432-226-9987

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**CERTIFICATIONS**

Food Handler Certification  
TABC Training to Serve Alcohol  
Training to Sell Tobacco

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**SKILLS**

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| <ul style="list-style-type: none"><li>• Cleaning and sanitization</li><li>• Housekeeping</li><li>• Food safety awareness</li><li>• Cash handling expertise</li><li>• POS systems</li></ul> | <ul style="list-style-type: none"><li>• Customer service</li><li>• Bathroom sanitation</li><li>• Patience and tolerance</li><li>• Payment processing</li><li>• Patient care</li></ul> |
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**LANGUAGES**

English	Spanish
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Native or Bilingual	Native or Bilingual