

Nevena

Housemaid



Personal Information

Birthdate	1982
Zodiac sign	Gemini
Nationality	— Bulgaria
Residence permit and date	UK
Marital status, own children	Single, no children
Place of Birth	Bulgaria
Location	UK, London
Driving License	Yes
Have a car	No
Sports	— Outdoor activities
Areas of interests	— Healthy lifestyle
About myself	An experienced professional with a unique blend of skills in hospitality, customer service, and garment craftsmanship. Skilled in providing meticulous freelance housekeeping services for private high-end residences, ensuring excellence with a keen eye for detail and unwavering discretion. Adept at managing demanding situations with grace, honed through time as a Hotel Front Desk Guest Attendant, delivering outstanding service and hospitality to ensure memorable guest experiences. With six years as a tailor in a clothing factory, brings exceptional organizational skills, precision, and a commitment to quality. Adaptable and client-focused, consistently striving to meet and exceed clients' expectations across diverse settings

Education

1999 - 2004	Bachelor's Degree in Hotel and Restaurant Management, , International College of Tourism , Bulgaria, Varna
1996 - 2000	Graduate of Technology and Design of Clothing class, , Professional High School of Clothing and Textiles, Bulgaria

Working experience

September 2024 – until now

UK, London.

Freelance Housemaid

HNW Family

My role includes

Tailored Cleaning Services - Customize cleaning strategies to suit the specific preferences and needs of high-end homeowners

Confidentiality and Discretion - Uphold strict confidentiality and discretion protocols, safeguarding clients' privacy and maintaining trust in highprofile environments

Event Preparation - Assist with advanced preparations for hosting events, ensuring the home is clean, organized, and presentable, and provide support during events as needed

Special Care for Fine Materials - Experienced in the care of high-end materials and finishes, such as marble, crystal, and high-thread-count linens, ensuring proper maintenance to preserve value and aesthetics

Time Management - Exhibit exemplary time management skills to complete tasks efficiently

February 2021– August 2024

UK, London.

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Time Management - Exhibit exemplary time management skills to complete tasks efficiently

May 2016 – May 2021

UK, London.

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Time Management - Exhibit exemplary time management skills to complete tasks efficiently

March 2010 - April 2015

USA, New Jersey.

Front Desk Guest Attendant

Dunes Hotel by the Sea

My role includes

Managed day-to-day shift operations, ensuring the quality, standards and meeting the expectations of the customers on a daily basis.

Handled complaints, settling disputes, and resolving grievances and conflicts, or otherwise negotiating with others

Interacted with guests to obtain feedback on product quality and service levels

Performed all other duties at the Front Desk as necessary – reservation handling, corporate group management, booking engine interaction

Reason for leaving

Moved to another country

January 2000 - December 2006

Bulgaria.

Tailor

“Pleven 1999” high-end clothing manufacturing

My role includes

Execute precise garment construction, including cutting, sewing, and finishing high-quality fabrics with meticulous attention to detail.

Collaborate with designers to ensure accurate interpretation of design specifications and tailoring requirements.

Conduct thorough fittings and alterations to achieve the perfect fit

according to customization requests and enhanced customer satisfaction. Utilize specialized equipment and tools effectively to produce finely crafted garments while maintaining an utmost craftsmanship standard. Inspect finished garments for quality assurance, addressing any inconsistencies to uphold the brand's reputation for luxury and excellence.

Health

Smoker	No
Epileptic	No
Diabetic	No
Colour blind	No
Dyslexic	No
Vegetarian	No
Have you had a medical exam within the last 6 months?	Yes
Allergies	No

Additional information

Bulgarian	Native
English	C2 - Fluent
Personal characteristics	Responsible, punctual, reliable, active, positive, qualified, experienced
Key skills	Ability to adapt to all kind of situations quickly. Ability to work under pressure or stressful conditions. Ability to work using your own initiative, taking on extra responsibility. Excellent communication and people skills at all levels. High profile family experience. 24/7 full time working experience
Are you ready to take a polygraph if it's required by employer?	Yes
ID	33561

Excellent references available on request