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São Paulo - SP Brazil

EDUCATION

Bachelor of Science:
Computer Science And
Programming **Bandtech
Digital School**, São Paulo -
SP - Brazil, 12/2015

Bachelor of Administrative
Studies: Hotel And
Restaurant Management
Senac, São Paulo - SP -
Barzil, 12/2002

LANGUAGES

Portuguese


Bilingual or Proficient (C2)


English


Bilingual or Proficient (C2)

Spanish


Intermediate (B1)

French


Beginner (A1)

CLARISSA LIPPI

PROFESSIONAL SUMMARY

Versatile Housekeeping Supervisor working with diverse staff. Building rapport and team collaboration. Bilingual individual with strong attention to detail.

Dependable Housekeeper with solid history of cleaning industry service. Proficient in maintaining bathrooms and kitchens, as well as providing top-quality hotel and motel services. Highly organized and team-driven with strong customer satisfaction focus.

SKILLS

- Organization and Time management
- Flexible & Adaptable
- Leadership
- Analytical skills
- Computer skills
- Good listening skills
- Adaptability

WORK HISTORY

January 2021 - Current **CERC - Software Engineering Manager**, São Paulo - SP, Brasil

- Drove high-level strategic planning of development efforts across multiple projects to optimize resource utilization and shorten development times.
- Integrated prescribed processes and conventions during project planning to align products with internal guidelines.
- Led development on 12 simultaneous projects, multi-tasking across several deliverables while remaining in direct control of development paths.
- Mentored junior software engineers, providing careful guidance of development strategies and education on innovative development techniques.
- Directly interacted with high-level customers to verify satisfaction and integrate feedback on in-process development projects.

May 2017 - January 2021 **Secretaria de Educação do Estado de São Paulo - Project Manager Team Leader**, São Paulo - SP, Brazil

- Completed assignments ahead of deadline.

- Adhered to industry practices, company standards and safety protocols in work.
- Worked with team of 8 professionals focused on meeting software project needs.
- Coordinated daily activity and flow of projects through multiple departments to verify on-time product delivery.
- Developed project timelines for product lines from kickoff through production and online content development based on marketplace requirements.
- Modeled management and organizational skills and multi-tasked and prioritized in deadline-driven environment.
- Assisted in level-loading project capacity and made proactive decisions around process improvements to development cycle.

June 2005 - September 2006 **Fasano Hotel - Housekeeping Supervisor**,
Sao Paulo - SP, Brasil

- Trained and mentored all new personnel to maximize quality of service and performance.
- Assigned housekeeping staff to specific shifts and room blocks based on abilities and daily requirements.
- Completed schedules, shift reports and other business documentation.
- Increased employee performance through effective supervision and training.
- Placed orders for housekeeping supplies and guest toiletries.
- Drove improvements to workflow and room turnover with hands-on, proactive management style.
- Communicated repair needs to maintenance staff.
- Introduced new operational programs like incentives to increase company loyalty and reduce employee turnover.
- Adhered to safety protocols by enforcing proper equipment usage.
- Worked with front desk to respond promptly to all guest requests.
- Evaluated employee performance and developed improvement plans.

November 2000 - June 2002 **CNA Language Center - English Teacher**, São Paulo - SP, Brazil

- Administered assessments and standardized tests to evaluate student progress.
- Prepared and implemented lesson plans covering required course topics.
- Worked with other teachers to support struggling students and provide thorough help to rectify comprehension issues.
- Kept classroom organized, clean, and safe for students and visitors.
- Explored and implemented innovative use of technology in language education.
- Led interesting and diverse group activities to engage students in

course material.

- Adapted lesson plans and curricula to student interests, increasing GPAs and student engagement.
- Established appropriate deadlines and provided complete instructions for reading assignment and homework.
- Planned dynamic lessons to increase student comprehension of books and literary concepts.

June 2001 - September 2001 **Silver Bay Association YMCA Resort and Convention Center - Housekeeper**, Albany - NY, United States of America

- Removed bed sheets and towels from rooms and pre-treated stains to maintain and restore linen condition.
- Worked on cleaning team to service hotels, offices and other commercial buildings.
- Hand-dusted and wiped down office furniture, fixtures and window sills to keep areas clean and comfortable.
- Maintained clean and comfortable environments in commercial buildings by vacuuming, cleaning windows and dusting.
- Completed laundry services with special attention to care instructions for hand-washing and dry cleaning.
- Disinfected and mopped bathrooms to keep facilities sanitary and clean.
- Categorized laundry received by clients based on fabric type.
- Slid beds, sofas and other furniture aside to wipe down baseboards and remove dust and dirt from hard-to-reach areas.
- Restocked linen and cycled towels and sheets in full-service hotel-based spa.
- Documented and reported necessary facility and building repairs observed.
- Cleaned elevators, glass and planters in public areas such as lobby, pool and public restrooms.
- Trained new employees on departmental procedures and provided assistance in finding cleaning supplies.
- Adhered to professional house cleaning checklist.
- Waxed and polished wood floors and other woodwork.
- Kept building entryway glass clean and polished for professional presentation.
- Restocked room supplies such as facial tissues for personal touch with every job.
- Vacuumed rugs and carpeted areas in offices, lobbies and corridors.
- Dusted picture frames and wall hangings with cloth.
- Cleaned and stocked guest rooms by replacing used towels and linens, vacuuming floors, making beds and restocking bathroom items.
- Engaged with guests on room requirements and amenities to promote overall satisfaction.

August 2000 - September 2000 **Snow Mountain Ranch - Housekeeper**,
Rock Mountains - CO, United States of America

- Removed bed sheets and towels from rooms and pre-treated stains to maintain and restore linen condition.
- Worked on cleaning team to service hotels, offices and other commercial buildings.
- Hand-dusted and wiped down office furniture, fixtures and window sills to keep areas clean and comfortable.
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June 2000 - August 2000 **Girl Scout Mile High Council - Flying 'G' Ranch - Camp Counselor**, Colorado Springs - CO, United States of America

- Developed age-appropriate arts and crafts activities to encourage campers' artistic skills development and creative expression.
- Collaborated with other camp counselors to design fun and enriching learning activities for campers.
- Taught campers outdoor-focused skills such as kayaking and rappelling to increase campers' self-reliance and confidence.
- Maintained facility, equipment and vehicles to promote safe and secure environment for campers and staff.
- Kept accurate records on participants' activity attendance, disciplinary actions and medication usage to improve camper documentation.
- Coordinated, implemented and evaluated leadership program and

related activities to promote beneficial camper outcomes.

- Worked with children of varying age, interest, skill and developmental levels.
- Implemented recreational activities to promote campers' physical health and encourage teamwork skills development.
- Delivered first aid for accidents and injuries in compliance with established procedures to promote campers' well-being and health.
- Supervised pre-planned field trips and followed established safety guidelines to minimize campers' accident and injury risks.
- Supervised groups of children in log cabins for sleepaway camp.
- Communicated with parents about campers' activities and reported concerns and suggestions to supervisor.
- Led groups of children safely through variety of camp activities.
- Followed established emergency procedures to enable best possible resolution of incidents.
- Kept athletic and games equipment and facilities organized and maintained.
- Provided clear instruction to activity and program participants to deliver fun and safety.
- Ordered and maintained all recreational equipment.
- Supervised camper activities to address behavioral issues and promote fun, safety and inclusivity.
- Designed customized client programs to meet individual fitness needs.
- Trained staff members on conducting events and following safety procedures.
- Kept track of allergies and dietary restrictions, verifying correct meals and snacks were given to campers.
- Designed enjoyable and innovative customized training programs based upon fitness goals.
- Transported and escorted program participants to and from activities and on field trips.
- Planned weekly activities schedule for assigned group and facilitated smooth transitions for on-time arrival.