



# MICHAEL ANDERSON

## Senior Residential Cleaner

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### SUMMARY

Dedicated and meticulous residential cleaner with over seven years of experience in maintaining pristine living environments. Extensive expertise in employing advanced cleaning techniques and eco-friendly products to enhance home hygiene and aesthetics. Proven ability to manage multiple cleaning tasks efficiently while adhering to the highest standards of cleanliness. Recognized for exceptional attention to detail and commitment to client satisfaction, consistently exceeding expectations.

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### WORK EXPERIENCE

#### Senior Residential Cleaner Clean Homes Ltd.

Jan 2023 - Present

- Oversaw a team of cleaners, ensuring adherence to company standards and client specifications.
- Developed and implemented cleaning schedules for residential properties, enhancing operational efficiency.
- Utilized eco-friendly cleaning products to promote sustainability and client health.
- Conducted quality assurance inspections, resulting in a 20% reduction in client complaints.
- Trained new staff on best practices in residential cleaning techniques.
- Managed inventory of cleaning supplies, optimizing resource allocation and cost management.

#### Residential Cleaner Sparkle Clean Services

Jan 2020 - Dec 2022

- Performed comprehensive cleaning tasks including dusting, vacuuming, and sanitizing various living spaces.
  - Engaged in client consultations to customize cleaning plans according to individual needs.
  - Maintained accurate records of services rendered and client preferences.
  - Ensured compliance with health and safety regulations during all cleaning operations.
  - Responded to emergency cleaning requests, demonstrating flexibility and commitment to client satisfaction.
  - Utilized specialized equipment for deep cleaning carpets and upholstery, achieving remarkable results.
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### EDUCATION

#### High School Diploma

Sep 2019 - Oct 2020

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### ADDITIONAL INFORMATION

- **Technical Skills:** team leadership, customer service, cleaning techniques, time management, inventory management, problem-solving
- **Awards/Activities:** Achieved 'Employee of the Month' recognition twice for outstanding service delivery.
- **Awards/Activities:** Increased client retention by 30% through exceptional service and attention to detail.
- **Awards/Activities:** Implemented a new training program that improved team efficiency by 25%.
- **Languages:** English, Spanish, French