



Michael ANDERSON

DIRECTOR OF CLIENT EXPERIENCE

Seasoned Client Servicing Executive with a distinguished career in the hospitality industry, bringing over twelve years of experience in enhancing guest experiences and fostering loyalty. Expertise in managing high-profile client accounts, ensuring satisfaction through personalized service and attention to detail. Demonstrated ability to lead teams in delivering exceptional service and resolving client issues efficiently.

CONTACT

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SKILLS

- Guest relations
- Service excellence
- Team leadership
- Operational improvement
- Event management
- Feedback analysis

LANGUAGES

- English
- Spanish
- French

EDUCATION

**BACHELOR OF ARTS IN HOSPITALITY
MANAGEMENT, CORNELL UNIVERSITY,
2012**

ACHIEVEMENTS

- Achieved a 30% increase in guest satisfaction ratings over two years.
- Successfully launched a guest feedback initiative that improved service delivery.
- Recognized for exceptional leadership with the Hospitality Excellence Award.

WORK EXPERIENCE

DIRECTOR OF CLIENT EXPERIENCE

Luxury Hotels International

2020 - 2025

- Oversaw the client experience department, improving guest satisfaction scores by 35%.
- Implemented a loyalty program that increased repeat bookings by 40%.
- Conducted staff training focused on enhancing guest interactions.
- Analyzed guest feedback to drive service improvements and operational efficiencies.
- Managed high-profile client events, ensuring flawless execution.
- Recognized as Leader of the Year for exceptional client service in 2021.

CLIENT RELATIONS MANAGER

Resort & Spa Group

2015 - 2020

- Developed personalized guest experiences based on individual preferences.
- Coordinated with various departments to meet client expectations seamlessly.
- Managed guest complaints and issues, ensuring prompt resolution.
- Established a feedback loop with guests to continuously improve services.
- Increased guest loyalty metrics through targeted engagement initiatives.
- Awarded Employee of the Month for exceptional performance in 2019.