



MICHAEL ANDERSON

DIRECTOR OF OPERATIONS

CONTACT

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SKILLS

- program development
- operational leadership
- community engagement
- staff training
- regulatory compliance
- data analytics

LANGUAGES

- English
- Spanish
- French

EDUCATION

BACHELOR OF ARTS IN SOCIAL WORK,
UNIVERSITY OF MICHIGAN, 2010

ACHIEVEMENTS

- Recognized as the Employee of the Year in 2019 for outstanding leadership and innovation.
- Successfully increased community engagement by 50% through targeted outreach efforts.
- Developed a mentorship program that significantly improved employee satisfaction and performance.

PROFILE

Accomplished elder care executive with a robust background in operational leadership and program development, possessing over 12 years of experience in enhancing service delivery for senior populations. Expertise in designing and implementing innovative elder care solutions that address the unique needs of aging individuals. Proven ability to lead diverse teams and cultivate a culture of excellence within care environments.

EXPERIENCE

DIRECTOR OF OPERATIONS

Harmony Senior Living

2016 - Present

- Oversaw daily operations of a 150-bed facility, ensuring compliance with state and federal regulations.
- Implemented a resident feedback system that led to a 25% increase in satisfaction ratings.
- Developed and executed strategic initiatives that improved staff retention rates by 40%.
- Coordinated training workshops focused on enhancing caregiver skills and knowledge in dementia care.
- Managed relationships with healthcare partners to enhance service offerings for residents.
- Utilized performance metrics to assess program effectiveness and drive improvements.

PROGRAM MANAGER

Elder Care Innovations

2014 - 2016

- Designed community outreach programs that increased awareness of elder care resources by 30%.
- Facilitated workshops for families on navigating elder care options and resources.
- Collaborated with local governments to advocate for improved services for seniors.
- Conducted needs assessments to identify gaps in service delivery and proposed actionable solutions.
- Managed grant applications that secured funding for new elder care initiatives.
- Evaluated program outcomes to ensure alignment with community needs and organizational goals.