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SKILLS

- planning
- budget management
- service quality
- team leadership
- vendor relations
- performance assessment

EDUCATION

BACHELOR OF SCIENCE IN HOSPITALITY MANAGEMENT, CORNELL UNIVERSITY, 2010

LANGUAGE

- English
- Spanish
- German

ACHIEVEMENTS

- Increased operational efficiency by 30% through process improvements.
- Recognized for exceptional service delivery with a company award in 2021.
- Successfully enhanced client retention by implementing a feedback-driven service model.

Michael Anderson

SENIOR HOUSEHOLD COORDINATOR

Strategic and detail-oriented Domestic Services Coordinator with a strong foundation in managing complex household operations for high-net-worth individuals. Expertise includes comprehensive planning, staff management, and resource optimization to ensure the highest levels of service quality. A proactive problem-solver with a proven ability to adapt to changing client needs and preferences. Recognized for developing innovative service solutions that enhance client satisfaction and operational efficiency.

EXPERIENCE

SENIOR HOUSEHOLD COORDINATOR

Opulent Living Services

2016 - Present

- Directed all aspects of household management for affluent clients, ensuring customized service delivery.
- Managed budgets and financial reports, achieving significant cost savings.
- Implemented staff training programs that improved service quality and client satisfaction.
- Coordinated logistics for household operations, optimizing workflow efficiency.
- Established and maintained relationships with vendors, negotiating favorable contracts.
- Monitored service delivery standards, implementing improvements as needed.

DOMESTIC SERVICES SUPERVISOR

Elite Home Care Services

2014 - 2016

- Supervised a team of domestic staff, ensuring adherence to service quality standards.
- Managed client communications, addressing concerns and feedback promptly.
- Developed and implemented service protocols that enhanced operational efficiency.
- Coordinated special projects and events for clients, ensuring flawless execution.
- Conducted staff performance evaluations to maintain service excellence.
- Ensured compliance with industry regulations and company policies.