



MICHAEL ANDERSON

Household Operations Manager

Results-driven Domestic Services Manager with over 5 years of experience in providing exceptional household management services to a diverse clientele. Known for the ability to adapt to client needs and preferences, delivering personalized service that exceeds expectations. Strong leadership skills enable effective team management and development, fostering a collaborative work environment.

WORK EXPERIENCE

Household Operations Manager 2020-2023

Home Excellence Services

- Managed daily household operations for a portfolio of high-net-worth clients.
- Implemented personalized service plans that enhanced client satisfaction.
- Coordinated logistics for events and special occasions, ensuring smooth execution.
- Maintained effective communication with clients to understand their needs.
- Trained staff on service standards and operational procedures.
- Monitored service delivery metrics to drive continuous improvement.

Domestic Services Assistant 2019-2020

Luxury Home Support

- Assisted in managing household staff and daily operations.
- Supported the execution of client events, ensuring adherence to service standards.
- Facilitated communication between clients and service teams to ensure satisfaction.
- Monitored inventory levels and coordinated supply orders.
- Participated in staff training initiatives to enhance service delivery.
- Conducted client satisfaction surveys to gather feedback for service improvement.

ACHIEVEMENTS

- Recognized for achieving a 90% client satisfaction rate through personalized service.
- Successfully managed multiple events with positive feedback from attendees.
- Improved operational efficiency by 15% through process enhancements.

CONTACT

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EDUCATION

Bachelor of Science in Hospitality Management

Florida State University
2018

SKILLS

- household management
- client satisfaction
- project management
- staff training
- logistics coordination
- performance monitoring

LANGUAGES

- English
- Spanish
- French