MICHAEL ANDERSON

Domestic Services Quality Supervisor

- San Francisco, CA
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Dedicated and results-driven Domestic Services Quality Supervisor with over 8 years of experience in enhancing service quality and operational efficiency in the domestic services industry. Proven ability to develop and implement effective quality management systems that drive customer satisfaction and improve service delivery standards. Expertise in conducting quality audits, analyzing performance data, and implementing corrective actions to address service deficiencies.

WORK EXPERIENCE

Domestic Services Quality Supervisor | Excellence in Home Care   Jan 2022 – Present

- Developed and executed quality assurance protocols to enhance service delivery.
- Conducted routine audits to ensure compliance with quality standards.
- Facilitated training programs to strengthen staff knowledge of quality practices.
- Analyzed service delivery data to identify areas for improvement.
- Collaborated with teams to resolve quality-related issues.
- Engaged clients to gather feedback for service enhancement.

Quality Assurance Officer | Domestic Services Network   Jul 2019 – Dec 2021

- Monitored service delivery processes to ensure adherence to quality standards.
- Developed training materials to promote best practices in service delivery.
- Conducted performance evaluations and reported findings to management.
- Implemented corrective actions to address service deficiencies.
- Analyzed customer feedback to drive service improvements.
- Presented quality performance reports to stakeholders.

SKILLS

Quality Assurance   Service Delivery   Team Leadership   Performance Analysis   Customer Feedback

Continuous Improvement

EDUCATION

Bachelor of Science in Business Administration   2015 – 2019
University of Texas at Austin

ACHIEVEMENTS

- Improved service quality metrics by 20% through strategic quality initiatives.
- Received recognition for exceptional leadership and team performance.
- Successfully reduced service delivery errors by 15% through enhanced training.

LANGUAGES

English   Spanish   French