



# Michael

## ANDERSON

### OPERATIONS MANAGER

Dedicated Elder Care Manager with extensive expertise in the management of long-term care facilities and a steadfast commitment to enhancing the quality of life for seniors. Boasting over 14 years of experience, this professional has cultivated a reputation for excellence in operational management, regulatory compliance, and team leadership. Demonstrated success in developing comprehensive training programs that empower staff to deliver superior care.

#### CONTACT

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#### SKILLS

- Operational Management
- Regulatory Compliance
- Staff Training
- Budget Management
- Quality Assurance
- Resident Advocacy

#### LANGUAGES

- English
- Spanish
- French

#### EDUCATION

**BACHELOR OF SCIENCE IN NURSING,  
UNIVERSITY OF FLORIDA, 2008**

#### ACHIEVEMENTS

- Achieved a 95% resident satisfaction rating through enhanced care initiatives.
- Recognized for excellence in operational management with the Quality Care Award in 2022.
- Successfully led a project that improved staff retention rates by 15%.

#### WORK EXPERIENCE

##### OPERATIONS MANAGER

ElderCare Solutions

2020 - 2025

- Managed the daily operations of a 150-bed long-term care facility.
- Implemented staff training and development programs that improved care delivery.
- Ensured regulatory compliance and maintained accreditation standards.
- Developed and monitored budgets, achieving a 10% reduction in operational costs.
- Facilitated resident and family meetings to address concerns and promote transparency.
- Oversaw the recruitment and retention of skilled healthcare professionals.

##### QUALITY ASSURANCE COORDINATOR

Senior Care Inc.

2015 - 2020

- Conducted quality audits to ensure compliance with state and federal regulations.
- Developed and implemented quality improvement initiatives that enhanced resident satisfaction.
- Collaborated with interdisciplinary teams to address care challenges.
- Trained staff on quality standards and best practices in elder care.
- Analyzed resident feedback to inform care strategies and improvements.
- Authored reports on quality metrics for senior management review.