MA

MICHAEL ANDERSON

FACILITIES SOLUTIONS MANAGER

CONTACT

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SKILLS

- Software Deployment
- User Training
- Budget Management
- Performance Analysis
- Stakeholder Communication
- Continuous Improvement

LANGUAGES

- English
- Spanish
- French

EDUCATION

BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY, UNIVERSITY OF TEXAS

ACHIEVEMENTS

- Achieved a 95% user satisfaction rating following software implementation.
- Recognized for excellence in project management with the Project Leadership Award.
- Instrumental in reducing operational response times by 50% through software enhancements.

PROFILE

Proficient Facilities Management Software Specialist with extensive experience in the deployment and management of facility operations software within high-demand environments. Noteworthy for a strategic approach to software selection and implementation, ensuring alignment with organizational goals and operational needs. Demonstrated success in enhancing user engagement through targeted training and support initiatives. Proven expertise in managing multifaceted projects with a focus on cost reduction and efficiency improvements.

EXPERIENCE

FACILITIES SOLUTIONS MANAGER

Tech Innovations Group

2016 - Present

- Directed the implementation of a facilities management software across multiple sites, enhancing synergy among teams.
- Oversaw budget management for software projects, ensuring adherence to financial constraints.
- Engaged with stakeholders to gather requirements and tailor solutions to specific operational needs.
- Initiated a user feedback loop to continuously enhance system functionalities.
- Collaborated with cross-functional teams to drive software adoption and integration.
- Tracked key performance indicators to measure the effectiveness of software solutions.

SOFTWARE IMPLEMENTATION SPECIALIST

Premier Facility Services

2014 - 2016

- Facilitated the transition to a new facilities management software, achieving a 40% reduction in response times.
- Conducted training sessions for over 200 employees, enhancing user proficiency and satisfaction.
- Developed detailed user manuals and support documentation for ongoing reference.
- Collaborated with IT for system customizations that met specific user requirements.
- Analyzed usage data to identify areas for further training and support.
- Presented findings and recommendations to senior management to inform future software investments.