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## SKILLS

- Hospitality Management
- Maintenance Management
- Budget Oversight
- Team Leadership
- Project Management
- Guest Relations

## EDUCATION

**BACHELOR OF SCIENCE IN HOSPITALITY  
MANAGEMENT, CORNELL UNIVERSITY**

## LANGUAGE

- English
- Spanish
- German

## ACHIEVEMENTS

- Increased guest satisfaction scores by 20% through facility improvements.
- Successfully managed a \$4 million budget with zero overspend.
- Achieved a 100% compliance rate in health and safety audits.

# Michael Anderson

## FACILITIES OPERATIONS DIRECTOR

Experienced Facilities Management Specialist with a robust background in the hospitality industry, adept at ensuring exceptional guest experiences through efficient facility operations. Extensive experience in managing hotel maintenance, housekeeping, and catering services, with a focus on maintaining high standards of cleanliness and functionality. Proven ability to lead diverse teams in a fast-paced environment, ensuring compliance with health and safety regulations.

## EXPERIENCE

### FACILITIES OPERATIONS DIRECTOR

Luxury Hotel Group

2016 - Present

- Oversaw all facilities operations for a portfolio of luxury hotels.
- Implemented a preventive maintenance program, increasing equipment reliability by 30%.
- Managed a budget exceeding \$4 million, ensuring cost-effective operations.
- Led a team of 50+ staff across various departments, enhancing service delivery.
- Coordinated renovation projects, completing on time and within budget.
- Ensured compliance with health and safety regulations, achieving a 100% pass rate in audits.

### FACILITIES MANAGER

City Resort Hotel

2014 - 2016

- Managed day-to-day facilities operations within a busy hotel environment.
- Developed and monitored maintenance schedules for all hotel equipment.
- Trained staff on safety protocols, enhancing overall workplace safety.
- Coordinated with vendors for janitorial and maintenance services.
- Conducted inspections to ensure compliance with brand standards.
- Responded to guest feedback regarding facilities, implementing improvements.