



Michael ANDERSON

FACILITIES UTILITIES MANAGER

Proactive and resourceful Facilities Utilities Manager with a strong history of managing utility operations in the hospitality sector. Expertise in maintaining high standards of service delivery while minimizing operational costs through strategic resource management. Demonstrates exceptional leadership skills in training and developing teams to achieve organizational goals. Committed to enhancing guest experiences through efficient utility management practices and sustainable initiatives.

CONTACT

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SKILLS

- Utility Operations Management
- Guest Satisfaction
- Team Development
- Sustainability
- Vendor Management
- Regulatory Compliance

LANGUAGES

- English
- Spanish
- French

EDUCATION

**BACHELOR OF SCIENCE IN
HOSPITALITY MANAGEMENT,
CULINARY INSTITUTE OF EXCELLENCE**

ACHIEVEMENTS

- Achieved a 30% increase in guest satisfaction ratings through improved utility services.
- Recognized for leadership in implementing sustainable practices in hotel operations.
- Received the 'Best Utility Management Award' from the Hospitality Association.

WORK EXPERIENCE

FACILITIES UTILITIES MANAGER

Luxury Resorts International

2020 - 2025

- Oversaw utility operations for multiple luxury properties, ensuring seamless service delivery.
- Implemented energy-saving programs that reduced utility costs by 20% annually.
- Conducted regular inspections to ensure compliance with safety and environmental regulations.
- Developed training programs for staff on energy conservation techniques.
- Collaborated with vendors to negotiate service contracts that optimized financial performance.
- Enhanced utility reporting systems for improved data accuracy and decision-making.

UTILITIES SUPERVISOR

City Plaza Hotels

2015 - 2020

- Managed utility services across the hotel chain, ensuring optimal performance and guest satisfaction.
- Assisted in the development of sustainability initiatives that improved the environmental footprint.
- Trained staff on best practices for utility management and guest service.
- Monitored utility consumption and provided detailed reports to management.
- Implemented emergency response protocols for utility failures.
- Worked closely with engineering teams to upgrade utility systems.