



# MICHAEL ANDERSON

## Operations Director

Dedicated professional with extensive experience in domestic service management, recognized for an unwavering commitment to quality and customer satisfaction. Expertise in operational management, team leadership, and process optimization, ensuring the delivery of exceptional services. Known for strategic thinking and the ability to implement effective solutions that enhance service efficiency and client engagement.

## WORK EXPERIENCE

### Operations Director 2020-2023

#### Total Home Services

- Directed operational strategy for a comprehensive domestic service provider.
- Implemented process improvements that enhanced service delivery efficiency by 30%.
- Managed a budget of \$3M, ensuring optimal allocation of resources.
- Established performance metrics to evaluate service quality and team efficiency.
- Engaged with clients to gather feedback and enhance service offerings.
- Trained and developed staff to foster a culture of continuous improvement.

### Service Coordinator 2019-2020

#### Home Care Services

- Coordinated service schedules to ensure timely delivery across multiple clients.
- Utilized service management software to track requests and performance metrics.
- Conducted regular quality checks to ensure compliance with service standards.
- Engaged with clients to address concerns and enhance satisfaction.
- Provided training to new staff on service protocols and customer engagement.
- Analyzed service data to identify areas for improvement.

## ACHIEVEMENTS

- Achieved a 98% customer satisfaction rating through effective service delivery.
- Recognized for implementing a successful training program that increased employee retention by 25%.
- Successfully reduced operational costs by 12% through process improvements.

## CONTACT

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## EDUCATION

### Bachelor of Science in Business Administration

University of Florida  
2016-2020

## SKILLS

- Operational Management
- Customer Satisfaction
- Process Optimization
- Budget Management
- Team Development
- Quality Assurance

## LANGUAGES

- English
- Spanish
- French