

MICHAEL ANDERSON

Head of Service Operations

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Seasoned professional with a strong background in managing domestic services, dedicated to enhancing operational effectiveness and customer experience. Expertise in developing and implementing service strategies that drive engagement and satisfaction. Known for strong leadership skills and the ability to motivate teams to achieve high performance. Proficient in utilizing technology and data analytics to inform service delivery and operational improvements.

WORK EXPERIENCE

Head of Service Operations | Smart Home Services

Jan 2022 – Present

- Directed service operations for a leading domestic services provider, managing a team of 40 professionals.
- Implemented customer feedback systems that improved response times by 20%.
- Coordinated cross-functional teams to enhance service delivery processes.
- Managed financial oversight of service operations, ensuring budget adherence.
- Developed and led training programs that improved employee performance metrics.
- Analyzed service trends to inform strategic decision-making.

Service Delivery Supervisor | Complete Home Care

Jul 2019 – Dec 2021

- Supervised a team of service agents, ensuring high-quality service delivery.
- Utilized service management software to track performance and customer satisfaction.
- Conducted regular training sessions to enhance team capabilities.
- Engaged with clients to gather insights and improve service offerings.
- Implemented operational improvements that increased service efficiency by 15%.
- Coordinated with logistics to optimize service scheduling.

SKILLS

Service Management

Customer Engagement

Team Leadership

Operational Efficiency

Financial Oversight

Data Analysis

EDUCATION

Master of Science in Management

2015 – 2019

Columbia University

ACHIEVEMENTS

- Increased overall customer satisfaction to 93% through targeted service initiatives.
- Awarded 'Team Excellence Award' for outstanding service delivery.
- Successfully implemented a new operational framework that reduced costs by 10%.

LANGUAGES

English

Spanish

French