



# MICHAEL ANDERSON

## Property Operations Manager

Dedicated Head of Property Management with a strong foundation in facilities management and operational excellence, boasting over 9 years of experience in multifamily housing. Expertise in creating and implementing property management best practices that enhance operational efficiencies and tenant satisfaction. Skilled in managing diverse teams and fostering a collaborative work environment.

### WORK EXPERIENCE

#### Property Operations Manager 2020-2023

Community Living Solutions

- Oversaw property operations for a portfolio of 800 multifamily units.
- Implemented tenant engagement programs that improved satisfaction scores by 15%.
- Managed maintenance staff to ensure timely response to tenant requests.
- Conducted property inspections to maintain compliance with safety standards.
- Developed annual budgets and financial reports to align with company goals.
- Utilized Property Manager Pro for efficient property management.

#### Assistant Property Operations Manager 2019-2020

Residential Management Group

- Assisted in managing day-to-day operations of a 500-unit apartment complex.
- Coordinated tenant move-ins and move-outs, ensuring a seamless process.
- Conducted regular market research to inform leasing strategies.
- Maintained relationships with vendors to secure quality service delivery.
- Participated in community outreach programs to enhance tenant engagement.
- Employed Rentec for financial management and reporting.

### ACHIEVEMENTS

- Achieved a 90% tenant satisfaction rate through effective management practices.
- Recognized for reducing operational costs by 18% through process improvements.
- Successfully enhanced property performance metrics by 25% over two years.

### CONTACT

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### EDUCATION

**Bachelor of Science in Facilities Management - University of Central Florida**

2012

2016-2020

### SKILLS

- Facilities Management
- Team Leadership
- Tenant Relations
- Budgeting
- Compliance
- Operational Efficiency

### LANGUAGES

- English
- Spanish
- French