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## SKILLS

- Operations Management
- Process Improvement
- Customer Support
- Team Leadership
- Scheduling Software
- Data Analysis

## EDUCATION

**BACHELOR OF ARTS IN COMMUNICATIONS, UNIVERSITY OF TEXAS, 2017**

## LANGUAGE

- English
- Spanish
- German

## ACHIEVEMENTS

- Improved client satisfaction scores by 30% through process enhancements.
- Recognized for outstanding teamwork and collaboration across departments.
- Successfully reduced operational costs by 12% through efficient resource management.

# Michael Anderson

## OPERATIONS COORDINATOR

Resourceful Home Services Coordinator with a strong foundation in operational management and client service excellence. Demonstrated ability to streamline processes and enhance service delivery through innovative solutions. Expertise in managing diverse teams and fostering a collaborative environment that promotes productivity and morale. Adept at utilizing technology to improve service efficiency and customer engagement.

## EXPERIENCE

### OPERATIONS COORDINATOR

Total Home Services

2016 - Present

- Coordinated operational activities for home services, managing a team of 10 service technicians.
- Implemented process improvements that reduced service delivery times by 25%.
- Developed and maintained service standards to ensure consistent quality.
- Managed client communications, addressing inquiries and resolving issues efficiently.
- Utilized scheduling software to optimize technician assignments and service routes.
- Analyzed service metrics to inform strategic planning and operational adjustments.

### SERVICE DISPATCHER

Home Service Masters

2014 - 2016

- Managed service appointment scheduling for a team of technicians, ensuring optimal coverage.
- Provided customer support, addressing service inquiries and resolving issues.
- Maintained accurate records of service transactions and technician performance.
- Coordinated with vendors to ensure timely delivery of materials for service jobs.
- Participated in service quality assessments to identify improvement areas.
- Assisted in training new dispatchers on scheduling protocols and customer service standards.