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SKILLS

- customer experience
- operational management
- data analysis
- performance improvement
- teamwork
- technology solutions

EDUCATION

**BACHELOR OF SCIENCE IN BUSINESS
ADMINISTRATION, UNIVERSITY OF
FLORIDA**

LANGUAGE

- English
- Spanish
- German

ACHIEVEMENTS

- Improved customer feedback scores by 18% through service enhancements.
- Recognized for exceptional teamwork and collaboration among departments.
- Successfully implemented a new feedback system that increased guest engagement.

Michael Anderson

CUSTOMER EXPERIENCE ANALYST

Results-oriented Hospitality Operations Analyst with a focus on customer experience and operational management. Recognized for the ability to analyze operational data and implement solutions that enhance service delivery. Proven track record of collaborating with teams to drive performance improvements and meet guest expectations. Expertise in utilizing technology to streamline operations and improve efficiency.

EXPERIENCE

CUSTOMER EXPERIENCE ANALYST

High-End Boutique Hotels

2016 - Present

- Evaluated customer feedback to identify trends and areas for improvement.
- Worked with operations to implement service enhancements based on guest insights.
- Developed and monitored key performance indicators related to guest satisfaction.
- Collaborated with marketing to create targeted guest engagement strategies.
- Facilitated training sessions for staff on customer service best practices.
- Prepared reports for management on customer experience metrics.

OPERATIONS ANALYST ASSISTANT

Regional Hotel Chain

2014 - 2016

- Supported operational analysis by gathering and analyzing data.
- Assisted in the preparation of operational reports for management.
- Monitored compliance with service standards.
- Participated in team meetings to discuss operational challenges.
- Contributed to the development of process improvement initiatives.
- Engaged with guests to gather feedback and improve services.