



# MICHAEL ANDERSON

## Senior Cleaning Manager

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### SUMMARY

Meticulous House Cleaning Specialist with over a decade of experience in delivering exceptional cleaning services to residential and commercial clients. Recognized for a keen eye for detail and a commitment to maintaining high standards of cleanliness and hygiene. Proven ability to manage multiple cleaning projects simultaneously while ensuring the utmost satisfaction of clients.

### WORK EXPERIENCE

#### Senior Cleaning Manager Pristine Clean Services

Jan 2023 - Present

- Oversaw a team of 15 cleaning professionals, ensuring adherence to quality standards.
- Developed comprehensive cleaning protocols that improved efficiency by 30%.
- Utilized advanced cleaning technology to enhance service delivery and client satisfaction.
- Conducted regular training sessions to enhance team skills and knowledge.
- Managed inventory and procurement of cleaning supplies, reducing costs by 20%.
- Implemented client feedback systems to continually improve service quality.

#### Housekeeping Supervisor Luxury Living Estates

Jan 2020 - Dec 2022

- Supervised daily cleaning operations for high-end residential properties.
- Coordinated with property managers to align cleaning schedules with client needs.
- Ensured compliance with health and safety regulations in all cleaning activities.
- Developed and maintained strong client relationships to enhance service satisfaction.
- Monitored performance metrics to identify areas for improvement.
- Provided hands-on cleaning services as needed to meet urgent client requests.

### EDUCATION

#### Bachelor of Arts in Hospitality Management, University of California, 2015

Sep 2019 - Oct 2020

### ADDITIONAL INFORMATION

- **Technical Skills:** cleaning management, team leadership, client relations, eco-friendly practices, training and development, performance improvement
- **Awards/Activities:** Increased client retention rate by 40% through exceptional service delivery.
- **Awards/Activities:** Awarded 'Employee of the Year' for outstanding performance in 2020.
- **Awards/Activities:** Successfully implemented a green cleaning initiative, reducing environmental impact.
- **Languages:** English, Spanish, French