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## SKILLS

- cleaning technology
- team supervision
- client engagement
- environmental sustainability
- performance management
- budget management

## EDUCATION

**BACHELOR OF SCIENCE IN ENVIRONMENTAL MANAGEMENT, UNIVERSITY OF FLORIDA, 2016**

## LANGUAGE

- English
- Spanish
- German

## ACHIEVEMENTS

- Increased service efficiency by 35% through the adoption of new technologies.
- Recognized as 'Employee of the Month' multiple times for outstanding service.
- Developed a client referral program that boosted new client acquisitions by 20%.

# Michael Anderson

## CLEANING OPERATIONS SUPERVISOR

Innovative House Cleaning Specialist with a strong background in utilizing cutting-edge cleaning technologies and environmentally friendly products. Distinguished for a proactive approach to problem-solving and a commitment to delivering exceptional cleaning outcomes. Possesses extensive knowledge of cleaning techniques tailored to various surfaces and environments. Recognized for the ability to build rapport with clients, ensuring their needs are not only met but exceeded.

## EXPERIENCE

### CLEANING OPERATIONS SUPERVISOR

Green Clean Team

2016 - Present

- Supervised cleaning operations across multiple sites, ensuring consistency in service quality.
- Implemented innovative cleaning technologies that enhanced operational efficiency.
- Trained staff on eco-friendly cleaning methods and customer service best practices.
- Conducted performance reviews to identify areas for improvement and growth.
- Developed client-specific cleaning protocols that improved satisfaction ratings.
- Managed budgets and resources effectively, achieving cost savings.

### HOUSE CLEANER

Fresh Start Cleaning Services

2014 - 2016

- Delivered high-quality cleaning services for residential clients, adhering to client preferences.
- Maintained cleanliness and organization of all cleaning supplies and equipment.
- Engaged with clients to ensure their specific needs were met during service.
- Utilized advanced cleaning products and techniques for optimal results.
- Participated in team meetings to discuss service improvements and client feedback.
- Achieved a high level of repeat business through outstanding client service.