



# MICHAEL ANDERSON

## Residential Cleaning Supervisor

Experienced House Cleaning Specialist with a proven track record of delivering consistent, high-quality cleaning services in diverse environments. Distinguished for an unwavering commitment to excellence and meticulous attention to detail. Skilled in managing multiple cleaning projects while adhering to strict deadlines and maintaining high standards of cleanliness. Demonstrates a deep understanding of cleaning products and techniques, ensuring compliance with health and safety regulations.

### CONTACT

- (555) 234-5678
- michael.anderson@email.com
- San Francisco, CA

### EDUCATION

#### Certification in Professional Cleaning

Cleaning Institute  
2014

### SKILLS

- project management
- client relations
- team training
- quality assurance
- safety compliance
- inventory management

### LANGUAGES

- English
- Spanish
- French

### WORK EXPERIENCE

#### Residential Cleaning Supervisor

2020-2023

Diamond Cleaners

- Supervised daily cleaning operations for a team of 10 cleaners across multiple residential properties.
- Developed cleaning schedules that optimized resource allocation and efficiency.
- Conducted training sessions to enhance team skills and knowledge in cleaning protocols.
- Monitored quality assurance metrics to ensure client satisfaction.
- Managed client relationships to address concerns and enhance service delivery.
- Implemented best practices for safety and compliance in cleaning operations.

#### House Cleaner

2019-2020

Spotless Spaces

- Performed comprehensive cleaning tasks in residential homes, ensuring attention to detail.
- Maintained a high level of organization and cleanliness in all assigned tasks.
- Engaged with clients to discuss specific cleaning preferences and needs.
- Utilized high-quality cleaning products and equipment for optimal results.
- Assisted in inventory management of cleaning supplies.
- Participated in client feedback sessions to enhance service offerings.

### ACHIEVEMENTS

- Recognized for exceptional service with a 98% client satisfaction rate.
- Awarded 'Top Employee' for outstanding performance in 2019.
- Developed a cleaning protocol that reduced service time by 15% without compromising quality.