

# MICHAEL ANDERSON

Cleaning Team Lead

- San Francisco, CA
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Resourceful House Cleaning Specialist with a focus on delivering superior cleaning services tailored to the unique needs of each client. Distinguished by a strong commitment to excellence and a proactive approach to problem-solving. Expert in employing advanced cleaning techniques and eco-friendly products, ensuring a clean and healthy environment. Proven ability to manage teams effectively and enhance productivity through training and development.

## WORK EXPERIENCE

### Cleaning Team Lead | Home Comfort Cleaners

Jan 2022 – Present

- Led a team of cleaners in executing detailed cleaning services for residential clients.
- Developed and implemented training programs that improved team performance.
- Monitored cleaning processes to ensure adherence to quality and safety standards.
- Managed client communication to address feedback and service adjustments.
- Utilized cleaning management software to track service requests and performance.
- Achieved a high level of client satisfaction through personalized service.

### House Cleaner | Crystal Clear Cleaning

Jul 2019 – Dec 2021

- Performed thorough cleaning of residential properties, ensuring attention to detail.
- Engaged with clients to understand their specific cleaning needs and preferences.
- Maintained organization of cleaning supplies and equipment for efficiency.
- Utilized advanced cleaning products to achieve optimal results.
- Participated in team meetings to share best practices and improve services.
- Achieved a consistent rate of repeat business through exceptional service.

## SKILLS

team leadership   client service   eco-friendly cleaning   training development   performance monitoring

communication skills

## EDUCATION

### Certificate in Green Cleaning

2018

Eco-Friendly Cleaning Institute

## ACHIEVEMENTS

- Increased client retention rate by 30% through personalized service approaches.
- Awarded 'Best Team Leader' for outstanding performance in 2021.
- Successfully launched a client satisfaction survey that improved service feedback.

## LANGUAGES

English   Spanish   French