

MICHAEL ANDERSON

Maintenance Operations Manager

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

Detail-oriented Housing Maintenance Manager with a strong emphasis on operational efficiency and tenant satisfaction. Over 9 years of experience in managing maintenance operations within the housing sector. Proven ability to lead teams, manage budgets, and execute maintenance projects that enhance property conditions and tenant experiences. Expertise in compliance with housing regulations and safety standards.

WORK EXPERIENCE

Maintenance Operations Manager | Coastal Property Management

Jan 2022 – Present

- Managed a team of 15 maintenance staff across multiple residential sites.
- Developed annual maintenance budgets and monitored expenditures.
- Implemented a customer feedback system to enhance service quality.
- Conducted property evaluations to identify maintenance needs and priorities.
- Coordinated training programs for staff on safety and compliance.
- Established strong relationships with vendors to ensure quality service delivery.

Assistant Facilities Manager | Suburban Housing Authority

Jul 2019 – Dec 2021

- Assisted in managing maintenance operations for a large housing community.
- Coordinated maintenance schedules to ensure timely service delivery.
- Maintained documentation of maintenance activities and expenditures.
- Responded to tenant inquiries and resolved maintenance issues promptly.
- Participated in property inspections to ensure compliance with safety standards.
- Supported the implementation of a new maintenance management system.

SKILLS

Operational Efficiency

Budget Management

Team Leadership

Compliance

Customer Feedback

Vendor Relations

EDUCATION

Bachelor of Arts in Business Management

2015 – 2019

University of Commerce

ACHIEVEMENTS

- Increased operational efficiency by 20% through process improvements.
- Received 'Employee of the Month' award for outstanding service.
- Successfully enhanced tenant satisfaction scores by implementing feedback mechanisms.

LANGUAGES

English

Spanish

French