



# Michael ANDERSON

## HOUSING OPERATIONS MANAGER

Innovative Housing Operations Manager with a strong background in residential property management and community development. Expert in leveraging technology to enhance operational workflows and improve resident experiences. Proven ability to lead diverse teams, manage large-scale projects, and drive organizational change. Recognized for developing initiatives that promote community involvement and sustainable living practices.

## WORK EXPERIENCE

### HOUSING OPERATIONS MANAGER

Community First Housing

2020 - 2025

- Managed a diverse portfolio of over 1,200 residential units with a focus on community engagement.
- Implemented a digital tenant portal that improved communication and service requests.
- Led initiatives to promote local events, increasing tenant participation by 25%.
- Coordinated property maintenance schedules to ensure minimal disruption to residents.
- Developed and monitored property budgets to align with financial goals.
- Trained and mentored staff in best practices for tenant relations.

### ASSISTANT HOUSING MANAGER

Urban Housing Solutions

2015 - 2020

- Supported daily operations for a 500-unit residential community.
- Assisted in the execution of marketing strategies that improved visibility and leasing rates.
- Monitored resident feedback and implemented improvements based on survey results.
- Facilitated conflict resolution between tenants and management.
- Conducted site visits to ensure compliance with property standards.
- Prepared reports on occupancy and financial performance for senior management.

## CONTACT

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## SKILLS

- Community Development
- Technology Utilization
- Project Management
- Tenant Satisfaction
- Budget Management
- Leadership

## LANGUAGES

- English
- Spanish
- French

## EDUCATION

**BACHELOR OF SCIENCE IN HOUSING  
MANAGEMENT | UNIVERSITY OF  
FLORIDA | 2016**

## ACHIEVEMENTS

- Increased community event participation by 40% within two years.
- Developed a resident satisfaction program that improved feedback scores significantly.
- Recognized for outstanding leadership during a major property renovation project.