



Michael ANDERSON

QUALITY ASSURANCE MANAGER

Results-driven Housing Quality Manager with a focus on operational excellence and strategic improvement in housing standards. Experienced in leading teams to execute quality assurance initiatives and regulatory compliance assessments. Demonstrates a comprehensive understanding of housing policies and the socio-economic factors impacting housing quality. Proven track record of enhancing tenant satisfaction and improving living conditions through targeted interventions.

CONTACT

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- 📍 San Francisco, CA

SKILLS

- Operational Excellence
- Compliance Management
- Data Analysis
- Team Leadership
- Stakeholder Engagement
- Training Development

LANGUAGES

- English
- Spanish
- French

EDUCATION

**BACHELOR OF ARTS IN SOCIOLOGY,
REGIONAL UNIVERSITY**

ACHIEVEMENTS

- Increased compliance rates by 35% through improved inspection protocols.
- Received the Outstanding Service Award for excellence in housing inspections.
- Implemented a tenant feedback system that improved service delivery by 30%.

WORK EXPERIENCE

QUALITY ASSURANCE MANAGER

Housing Improvement Corporation

2020 - 2025

- Oversaw the implementation of quality assurance protocols across housing units.
- Conducted regular inspections and compliance checks to identify areas for improvement.
- Developed training sessions for staff on best practices in housing quality management.
- Utilized performance metrics to evaluate program effectiveness and inform strategic planning.
- Engaged with tenants to gather feedback on housing conditions and service delivery.
- Collaborated with regulatory agencies to ensure compliance with housing standards.

HOUSING INSPECTOR

City Inspection Services

2015 - 2020

- Performed inspections of residential properties to assess compliance with housing codes.
- Documented findings and provided actionable recommendations for property owners.
- Worked closely with local authorities to address housing violations.
- Participated in community forums to educate residents on housing standards.
- Utilized inspection software to streamline reporting processes.
- Assisted in the development of housing quality improvement plans.