

# MICHAEL ANDERSON

Director of Housing Quality Assurance

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Strategic Housing Quality Manager with over 12 years of experience in enhancing housing standards and ensuring regulatory compliance. Expertise in developing and executing quality improvement programs that elevate resident satisfaction and community well-being. A strong advocate for tenant rights, with a proven ability to engage effectively with diverse stakeholders, including government agencies, community organizations, and residents.

## WORK EXPERIENCE

### Director of Housing Quality Assurance | National Housing Authority

Jan 2022 – Present

- Led national housing quality assurance initiatives to enhance compliance and resident satisfaction.
- Collaborated with federal agencies to develop housing standards and regulations.
- Implemented quality improvement programs that resulted in a 50% reduction in housing complaints.
- Managed a team of over 20 housing quality professionals across multiple regions.
- Conducted data analysis to inform policy recommendations and program improvements.
- Engaged with community leaders to advocate for tenant rights and housing quality.

### Housing Quality Consultant | Independent Consultancy

Jul 2019 – Dec 2021

- Provided consulting services to local governments on housing quality standards.
- Developed customized training programs for housing inspectors and staff.
- Conducted assessments of housing programs to identify areas for enhancement.
- Facilitated stakeholder meetings to discuss housing quality challenges and solutions.
- Utilized qualitative and quantitative research methods to support recommendations.
- Authored reports on best practices in housing quality management.

## SKILLS

Quality Improvement

Regulatory Compliance

Data Analysis

Team Management

Stakeholder Engagement

Policy Development

## EDUCATION

### Master of Urban Planning

2015 – 2019

City College

## ACHIEVEMENTS

- Achieved a 60% improvement in housing quality ratings across managed properties.
- Recognized with the National Excellence Award for outstanding contributions to housing quality.
- Developed a comprehensive training program adopted by multiple housing authorities.

## LANGUAGES

English

Spanish

French