



MICHAEL ANDERSON

Senior Laundry Operations Manager

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SUMMARY

Exemplary Laundry and Ironing Specialist with a distinguished career marked by an unwavering commitment to fabric care and garment preservation. Proficient in utilizing advanced laundry techniques and state-of-the-art machinery to deliver impeccable results. Extensive experience in managing large-scale laundry operations, ensuring efficiency and quality control. Adept at training staff on best practices for garment handling and stain removal, leading to enhanced service delivery.

WORK EXPERIENCE

Senior Laundry Operations Manager **Prestige Laundry Services**

Jan 2023 - Present

- Oversaw daily operations of a high-capacity laundry facility, managing a team of 25 personnel.
- Implemented quality assurance protocols that reduced fabric damage incidents by 30%.
- Streamlined workflow processes, achieving a 20% increase in operational efficiency.
- Conducted regular training sessions on advanced stain removal techniques and fabric care.
- Managed inventory control, ensuring optimal stock levels of detergents and cleaning agents.
- Developed a customer feedback system that improved service ratings by 15%.

Laundry Technician **Elite Fabric Care**

Jan 2020 - Dec 2022

- Executed laundering processes for a diverse range of fabrics, ensuring adherence to care instructions.
 - Utilized industrial washing machines and dryers, optimizing settings for different fabric types.
 - Performed routine maintenance on laundry equipment, minimizing downtime.
 - Handled customer inquiries regarding fabric care and service options with professionalism.
 - Maintained meticulous records of laundering cycles and chemical usage for compliance audits.
 - Assisted in developing promotional materials highlighting eco-friendly laundering practices.
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EDUCATION

Associate Degree in Textile Management, **University of Fabric Sciences**

Sep 2019 - Oct 2020

ADDITIONAL INFORMATION

- **Technical Skills:** fabric care, operational management, quality assurance, team training, customer service, inventory control
- **Awards/Activities:** Increased client retention rates by 25% through exceptional service delivery.
- **Awards/Activities:** Successfully reduced operational costs by 15% through process optimization.
- **Awards/Activities:** Recognized as Employee of the Year for outstanding contributions to service excellence.
- **Languages:** English, Spanish, French