



Michael ANDERSON

FACILITIES OPERATIONS MANAGER

Strategic Maintenance Coordinator Facilities with a robust expertise in the hospitality industry. Demonstrates a unique capability to enhance guest experiences through efficient facility management and maintenance operations. Strong track record of implementing maintenance strategies that align with the overall business objectives of hospitality organizations. Proven ability to lead diverse teams and foster a culture of excellence in service delivery.

CONTACT

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SKILLS

- Facilities Management
- Guest Relations
- Budget Oversight
- Team Leadership
- Safety Compliance
- Energy Conservation

LANGUAGES

- English
- Spanish
- French

EDUCATION

**BACHELOR OF SCIENCE IN
HOSPITALITY MANAGEMENT,
CULINARY ARTS UNIVERSITY, 2014**

ACHIEVEMENTS

- Improved guest satisfaction scores by 30% through enhanced maintenance operations.
- Received 'Best Facilities Manager' award for outstanding contributions to guest experience.
- Successfully reduced operational costs by 20% through strategic maintenance planning.

WORK EXPERIENCE

FACILITIES OPERATIONS MANAGER

Grand Resort Hotels

2020 - 2025

- Oversaw facility maintenance for a luxury hotel chain, ensuring guest satisfaction through impeccable service.
- Developed and executed maintenance plans that minimized downtime and enhanced operational efficiency.
- Managed a budget exceeding \$1 million, ensuring financial accountability and resource optimization.
- Led a team of 20 maintenance professionals, fostering a culture of teamwork and continuous improvement.
- Conducted regular inspections to ensure compliance with safety and quality standards.
- Implemented energy conservation initiatives that reduced costs by 18% annually.

MAINTENANCE SUPERVISOR

Coastal Inn & Suites

2015 - 2020

- Managed daily maintenance operations for a mid-sized hotel, focusing on rapid response to guest requests.
- Trained staff on equipment operation and safety protocols, enhancing service efficiency.
- Collaborated with housekeeping to ensure facilities met high cleanliness and maintenance standards.
- Developed maintenance schedules that reduced guest complaints by 40%.
- Implemented a tracking system for maintenance requests, improving response times significantly.
- Participated in quarterly budget reviews, ensuring alignment with operational goals.