

# MICHAEL ANDERSON

Senior Facility Operations Manager

- San Francisco, CA
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Dynamic and results-driven Outdoor Facility Manager with over a decade of experience in overseeing large-scale recreational facilities and ensuring operational excellence. Expertise in the development and implementation of strategic programs that enhance visitor engagement and optimize resource utilization. Proven track record in managing diverse teams, fostering a culture of safety and compliance, and driving continuous improvement initiatives.

## WORK EXPERIENCE

### Senior Facility Operations Manager | Green Valley Recreation Center

Jan 2022 – Present

- Led operational management of a 150-acre recreational facility, overseeing a team of 30 staff members.
- Implemented a comprehensive maintenance program that reduced operational costs by 15% annually.
- Developed and executed marketing strategies that increased facility attendance by 25% over two years.
- Streamlined scheduling processes using facility management software, improving staff efficiency by 20%.
- Collaborated with local government agencies to secure funding for facility upgrades totaling \$500,000.
- Conducted quarterly safety audits, ensuring compliance with all regulatory requirements and enhancing visitor safety.

### Outdoor Facility Supervisor | Mountain Ridge Parks Department

Jul 2019 – Dec 2021

- Supervised daily operations of multiple outdoor recreational sites, managing a budget of \$1 million.
- Coordinated special events and community programs, increasing local engagement by 40%.
- Trained and mentored a team of 15 seasonal staff, enhancing service delivery and visitor satisfaction.
- Established partnerships with local schools and organizations to promote outdoor education programs.
- Implemented a customer feedback system that improved service ratings by 30% within one year.
- Monitored environmental impact and developed strategies to enhance sustainability practices across facilities.

## SKILLS

Facility management Budgeting Team leadership Event coordination Strategic planning Stakeholder engagement

## EDUCATION

### Bachelor of Science in Recreation Management

2014

University of California

## ACHIEVEMENTS

- Awarded 'Facility Manager of the Year' by the National Recreation and Park Association in 2021.
- Successfully led a project that resulted in a 35% increase in energy efficiency across all facilities.
- Recognized for outstanding community service by the local Chamber of Commerce in 2019.

## LANGUAGES

English Spanish French