



Michael

ANDERSON

PLUMBING SUPERVISOR

Results-oriented plumbing supervisor with a focus on residential plumbing systems and customer service excellence. Demonstrates a hands-on approach to leadership, effectively guiding teams through complex installations and repairs while ensuring client satisfaction. Proficient in diagnosing plumbing issues and implementing effective solutions promptly. Committed to staying updated on industry trends and technologies, fostering innovation within teams.

CONTACT

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SKILLS

- Customer Service
- Problem Resolution
- Team Leadership
- Compliance
- Technical Skills
- Training and Development

LANGUAGES

- English
- Spanish
- French

EDUCATION

ASSOCIATE DEGREE IN PLUMBING TECHNOLOGY, CITY COLLEGE, 2014

ACHIEVEMENTS

- Achieved a customer satisfaction score of 95% or higher over three consecutive years.
- Implemented a training program that reduced service errors by 40%.
- Grew customer base by 30% through exceptional service and word-of-mouth referrals.

WORK EXPERIENCE

PLUMBING SUPERVISOR

Home Comfort Plumbing

2020 - 2025

- Led a team of plumbers in delivering high-quality residential plumbing services.
- Managed customer inquiries and resolved issues with a focus on service excellence.
- Conducted assessments of plumbing systems to recommend necessary repairs or upgrades.
- Implemented a customer feedback system to improve service delivery.
- Monitored project progress and addressed challenges proactively.
- Coordinated with external vendors for specialized plumbing needs.

SENIOR PLUMBING TECHNICIAN

Reliable Plumbing Services

2015 - 2020

- Executed plumbing repairs and installations in residential settings, guaranteeing satisfaction.
- Provided on-site training for new technicians, enhancing team capabilities.
- Engaged with clients to provide estimates and timeline expectations.
- Utilized advanced plumbing tools for diagnostics and repairs.
- Ensured compliance with local plumbing codes and regulations.
- Maintained accurate records of services performed for client reference.