



MICHAEL ANDERSON

Senior Property Maintenance Manager

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SUMMARY

Distinguished Property Maintenance Manager with over a decade of experience in optimizing facility operations and ensuring superior tenant satisfaction. Demonstrated expertise in coordinating maintenance activities, managing multidisciplinary teams, and maintaining property standards in compliance with safety regulations. Proven ability to implement cost-effective strategies that enhance service delivery and operational efficiency. Skilled in leveraging modern technology and management systems to streamline workflows and improve communication among stakeholders.

WORK EXPERIENCE

Senior Property Maintenance Manager Urban Living Properties

Jan 2023 - Present

- Oversaw a team of 15 maintenance technicians, ensuring timely completion of all service requests.
- Implemented a computerized maintenance management system (CMMS) to track work orders and inventory.
- Conducted regular property inspections to identify and rectify maintenance issues proactively.
- Developed and managed annual maintenance budgets exceeding \$1 million.
- Coordinated with external contractors for specialized repair projects, ensuring compliance with quality standards.
- Enhanced tenant satisfaction ratings by 30% through effective communication and swift issue resolution.

Property Maintenance Supervisor Greenfield Estates

Jan 2020 - Dec 2022

- Managed daily maintenance operations across a portfolio of 10 residential properties.
 - Trained and mentored a team of junior maintenance staff, fostering professional growth.
 - Implemented preventive maintenance schedules to reduce emergency repairs by 40%.
 - Collaborated with property management to align maintenance goals with overall business objectives.
 - Utilized energy management systems to optimize utility usage and reduce costs.
 - Conducted vendor negotiations that resulted in a 15% reduction in service contracts.
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EDUCATION

Bachelor of Science in Facility Management, State University, 2010

Sep 2019 - Oct 2020

ADDITIONAL INFORMATION

- **Technical Skills:** team leadership, budget management, CMMS, vendor negotiation, preventive maintenance, tenant relations
- **Awards/Activities:** Awarded 'Manager of the Year' by Urban Living Properties for exceptional operational improvements.
- **Awards/Activities:** Successfully reduced maintenance costs by 20% through strategic vendor partnerships.
- **Awards/Activities:** Increased tenant retention rates by 25% through enhanced service responsiveness.
- **Languages:** English, Spanish, French