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## SKILLS

- operational management
- tenant relations
- budget management
- preventive maintenance
- vendor management
- team leadership

## EDUCATION

**BACHELOR OF SCIENCE IN PROPERTY MANAGEMENT, STATE UNIVERSITY, 2013**

## LANGUAGE

- English
- Spanish
- German

## ACHIEVEMENTS

- Achieved a 90% tenant retention rate through effective service delivery.
- Recognized for enhancing property value through strategic maintenance initiatives.
- Received 'Outstanding Achievement Award' from Crown Realty Group.

# Michael Anderson

## PROPERTY MAINTENANCE MANAGER

Experienced Property Maintenance Manager with a strong focus on operational excellence and tenant satisfaction. Expertise in managing maintenance operations for both commercial and residential properties, ensuring compliance with all regulatory requirements. Strong analytical and problem-solving skills enable the identification of maintenance issues before they escalate, thereby reducing overall repair costs. Proficient in leading teams, managing budgets, and developing maintenance protocols that align with organizational goals.

## EXPERIENCE

### PROPERTY MAINTENANCE MANAGER

Crown Realty Group

2016 - Present

- Oversaw maintenance operations for a portfolio of 800 residential units and 200,000 square feet of commercial space.
- Implemented a maintenance tracking system that reduced response times by 60%.
- Conducted regular training for maintenance staff on safety and operational protocols.
- Managed vendor relationships to ensure quality service delivery.
- Developed and maintained annual maintenance budgets.
- Increased tenant satisfaction scores by 20% through proactive maintenance efforts.

### MAINTENANCE COORDINATOR

Heritage Property Management

2014 - 2016

- Assisted in managing maintenance tasks for a diverse property portfolio.
- Implemented preventive maintenance schedules to enhance property longevity.
- Coordinated with external contractors for specialized services.
- Maintained accurate records of service requests and completed tasks.
- Facilitated communication between tenants and maintenance teams.
- Conducted property inspections to identify maintenance needs.