



MICHAEL ANDERSON

QUALITY ASSURANCE MANAGER

PROFILE

Innovative Quality Assurance Manager specializing in property management with a strong focus on operational excellence and customer service. Adept at developing quality assurance strategies that align with organizational goals while ensuring compliance with regulatory frameworks. Expertise in leading teams through complex quality initiatives and fostering a culture of accountability and performance.

EXPERIENCE

QUALITY ASSURANCE MANAGER

Elite Realty Solutions

2016 - Present

- Designed and executed quality assurance programs tailored to property management operations.
- Monitored compliance with industry standards and internal policies through rigorous audits.
- Collaborated with property managers to enhance service delivery and operational workflows.
- Implemented advanced quality metrics to track performance and identify areas for improvement.
- Provided leadership and mentorship to junior quality assurance staff.
- Created comprehensive training materials to educate staff on quality standards.

QUALITY ASSURANCE ANALYST

Greenfield Properties

2014 - 2016

- Conducted inspections and assessments to ensure property compliance with safety regulations.
- Analyzed tenant feedback to inform quality improvement initiatives.
- Supported the development of quality assurance policies and procedures.
- Collaborated with maintenance teams to resolve quality-related issues promptly.
- Documented quality control processes and maintained accurate records.
- Facilitated training sessions on quality standards and best practices.

CONTACT

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SKILLS

- Operational Excellence
- Customer Service
- Compliance
- Leadership
- Data-Driven Decision Making
- Process Improvement

LANGUAGES

- English
- Spanish
- French

EDUCATION

MASTER OF BUSINESS
ADMINISTRATION, NEW YORK
UNIVERSITY

ACHIEVEMENTS

- Achieved a 40% reduction in compliance violations through enhanced quality assurance protocols.
- Increased operational efficiency by 20% by streamlining quality processes.
- Recipient of the 'Quality Excellence Award' for outstanding contributions to property management quality assurance.