



Michael

ANDERSON

QUALITY ASSURANCE MANAGER

Dynamic Quality Assurance Manager with a proven track record in property management and quality assurance. Adept at developing quality assurance methodologies that enhance service delivery and compliance with industry regulations. Strong leadership skills, capable of guiding teams through complex quality initiatives while maintaining a focus on operational excellence. Expertise in utilizing data-driven insights to inform quality strategies and drive continuous improvement.

CONTACT

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SKILLS

- Quality Assurance
- Leadership
- Compliance
- Data Analysis
- Process Improvement
- Tenant Relations

LANGUAGES

- English
- Spanish
- French

EDUCATION

MASTER OF SCIENCE IN QUALITY MANAGEMENT, GEORGE WASHINGTON UNIVERSITY

ACHIEVEMENTS

- Achieved a 35% reduction in compliance violations through enhanced quality assurance protocols.
- Increased tenant satisfaction ratings by 20% within one year.
- Recipient of the 'Excellence in Quality' award for outstanding contributions to property management quality assurance.

WORK EXPERIENCE

QUALITY ASSURANCE MANAGER

Valley View Properties

2020 - 2025

- Designed and implemented a quality assurance framework to improve property management operations.
- Conducted regular audits to ensure compliance with industry standards and regulations.
- Collaborated with property management teams to address quality-related issues.
- Utilized statistical analysis to monitor performance metrics and identify trends.
- Facilitated workshops to promote awareness of quality assurance practices.
- Maintained detailed records of quality assurance activities and outcomes.

QUALITY CONTROL ANALYST

Summit Realty

2015 - 2020

- Conducted inspections and assessments to ensure compliance with safety standards.
- Analyzed tenant feedback to identify areas for quality improvement.
- Supported the development of quality assurance policies and procedures.
- Documented quality control processes and maintained accurate records.
- Collaborated with maintenance teams to address quality-related concerns.
- Facilitated training sessions on quality standards and best practices.