



# MICHAEL ANDERSON

## Senior Operations Manager

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### SUMMARY

Strategically astute Real Estate Operations Executive with over 15 years of extensive experience in managing large-scale property portfolios and optimizing operational efficiencies. Demonstrated expertise in navigating complex regulatory frameworks and leveraging market trends to drive profitability. Proficient in implementing innovative solutions that enhance tenant satisfaction and streamline processes. Proven track record in leading cross-functional teams and fostering collaborative environments to achieve organizational goals.

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### WORK EXPERIENCE

#### Senior Operations Manager Urban Realty Group

Jan 2023 - Present

- Oversaw operations for a portfolio of over 500 residential units, achieving a 15% increase in occupancy rates.
- Implemented a new tenant management system, reducing response times by 30%.
- Collaborated with marketing teams to enhance property visibility, resulting in a 20% rise in rental inquiries.
- Streamlined maintenance operations, leading to a 25% reduction in service costs.
- Developed and executed training programs for staff, enhancing service delivery and tenant satisfaction.
- Conducted regular market analysis to inform pricing strategies, maintaining competitive positioning.

#### Operations Coordinator Metro Property Management

Jan 2020 - Dec 2022

- Supported daily operations of a mixed-use property, coordinating with various departments to ensure seamless service delivery.
  - Assisted in budget preparation and expense management, ensuring adherence to financial targets.
  - Monitored vendor performance and negotiated contracts, achieving a 10% reduction in operational expenses.
  - Facilitated property inspections and compliance audits, maintaining a 100% compliance rate.
  - Enhanced tenant communication through regular newsletters and feedback surveys.
  - Participated in strategic planning sessions to align operational goals with company vision.
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### EDUCATION

#### Master of Business Administration, Real Estate Management, University of California, Berkeley

Sep 2019 - Oct 2020

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### ADDITIONAL INFORMATION

- **Technical Skills:** Property Management, Operations Optimization, Financial Analysis, Team Leadership, Compliance Management, Market Research
- **Awards/Activities:** Recognized as 'Employee of the Year' for outstanding performance in operational excellence.
- **Awards/Activities:** Successfully managed the renovation of a 200-unit property, increasing its market value by 30%.
- **Awards/Activities:** Reduced tenant turnover rates by 40% through implementation of a comprehensive engagement strategy.
- **Languages:** English, Spanish, French