



# Michael ANDERSON

## SENIOR DOMESTIC SERVICES MANAGER

Results-oriented Senior Domestic Services Manager with a strong emphasis on customer-centric service delivery and operational excellence. Extensive experience in managing domestic services for diverse clientele, ensuring high standards of quality and responsiveness. Proven ability to develop and implement effective service strategies that align with organizational objectives and enhance client satisfaction. Adept at leading teams through change, fostering collaboration, and driving performance improvements.

### CONTACT

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### SKILLS

- Customer service excellence
- Team management
- Quality assurance
- Client engagement
- Performance metrics
- Change management

### LANGUAGES

- English
- Spanish
- French

### EDUCATION

**BACHELOR OF SCIENCE IN BUSINESS  
ADMINISTRATION, UNIVERSITY OF  
MICHIGAN**

### ACHIEVEMENTS

- Recognized for achieving the highest client satisfaction ratings in the company.
- Implemented a service improvement initiative that reduced client complaints by 40%.
- Received 'Outstanding Service Award' for commitment to client satisfaction.

### WORK EXPERIENCE

#### SENIOR DOMESTIC SERVICES MANAGER

Home Services Group

2020 - 2025

- Implemented customer service protocols that elevated satisfaction scores by 30%.
- Managed a diverse team, focusing on training and development to improve service delivery.
- Conducted regular audits of service quality, ensuring compliance with organizational standards.
- Developed client engagement strategies that increased retention rates by 25%.
- Utilized performance metrics to identify areas for improvement and drive operational changes.
- Collaborated with stakeholders to enhance service offerings and address client needs.

#### CLIENT SERVICES MANAGER

Domestic Care Solutions

2015 - 2020

- Oversaw client service operations, ensuring timely and effective service delivery.
- Developed training materials to enhance staff performance and service quality.
- Established communication channels for client feedback, promoting transparency and responsiveness.
- Monitored service metrics to assess performance and implement necessary adjustments.
- Facilitated regular team meetings to discuss service improvements and share best practices.
- Engaged with clients to identify service needs and tailor offerings accordingly.