



Michael ANDERSON

SENIOR HOUSEKEEPER

Proficient Senior Housekeeper with a solid foundation in both residential and commercial cleaning sectors, emphasizing efficiency and meticulous attention to detail. Demonstrates a strong commitment to creating clean and welcoming environments for clients, with a proven ability to manage cleaning staff and operations effectively. Skilled in developing cleaning schedules, overseeing inventory management, and ensuring compliance with health regulations.

CONTACT

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SKILLS

- cleaning operations
- staff management
- client relations
- inventory optimization
- quality control
- operational strategies

LANGUAGES

- English
- Spanish
- French

EDUCATION

**DIPLOMA IN CLEANING MANAGEMENT,
CITY TECHNICAL INSTITUTE, 2012**

ACHIEVEMENTS

- Achieved a 95% client retention rate through exceptional service delivery.
- Recognized for leadership excellence with 'Employee of the Month' award in 2020.
- Implemented a training program that improved staff efficiency by 15%.

WORK EXPERIENCE

SENIOR HOUSEKEEPER

Urban Residential Cleaning

2020 - 2025

- Oversaw cleaning operations for a portfolio of residential properties, ensuring client satisfaction.
- Managed a team of 12 cleaners, focusing on skill enhancement and teamwork.
- Implemented a client feedback system to continuously improve services.
- Optimized supply usage through effective inventory tracking and management.
- Conducted routine inspections to ensure compliance with quality standards.
- Developed tailored cleaning plans based on client needs and preferences.

HOUSEKEEPING COORDINATOR

Commercial Cleaning Solutions

2015 - 2020

- Coordinated cleaning services for multiple commercial clients, ensuring high standards.
- Trained and supervised a diverse team, enhancing overall service delivery.
- Managed schedules and staffing to meet client demands effectively.
- Maintained records of cleaning supplies and equipment, optimizing resource allocation.
- Conducted regular audits to evaluate service quality and compliance.
- Developed operational strategies that improved efficiency by 20%.