

MICHAEL ANDERSON

Service Contract Manager

- San Francisco, CA
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Dedicated Service Contract Manager with a wealth of experience in the hospitality industry, specializing in the management of service agreements for hotels and resorts. Known for exceptional negotiation skills and a keen eye for detail, ensuring service contracts align with organizational standards and enhance guest satisfaction. Proven ability to analyze contract performance and implement improvements that drive operational excellence and guest experiences.

WORK EXPERIENCE

Service Contract Manager | Luxury Resorts International

Jan 2022 – Present

- Managed service contracts for a portfolio of luxury hotels and resorts.
- Negotiated service agreements that improved guest satisfaction ratings by 20%.
- Developed a comprehensive contract management framework to streamline processes.
- Collaborated with operations teams to ensure compliance with service standards.
- Conducted training for staff on contract compliance and negotiation skills.
- Led initiatives to enhance vendor relationships and service quality.

Contracts Administrator | Hospitality Solutions Group

Jul 2019 – Dec 2021

- Assisted in the negotiation and preparation of service contracts for hospitality services.
- Maintained accurate records of contract documents and amendments.
- Supported the contract management team in resolving service-related issues.
- Analyzed service performance data to inform contract negotiations.
- Facilitated communication between hotel management and service providers.
- Provided administrative support during contract audits.

SKILLS

Contract negotiation

Service quality management

Guest satisfaction improvement

Performance analysis

Team collaboration

Relationship management

EDUCATION

Bachelor of Science in Hospitality Management

2015 – 2019

Culinary Institute of America

ACHIEVEMENTS

- Increased guest satisfaction scores by 30% through improved service contracts.
- Received the 'Outstanding Service Management' award in 2023.
- Successfully implemented a new contract management system that reduced processing time by 25%.

LANGUAGES

English

Spanish

French