



MICHAEL ANDERSON

Senior Operations Manager

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SUMMARY

Dynamic and results-oriented Airline Operations Manager with over 15 years of extensive experience in optimizing airline operations and enhancing customer satisfaction. Proven ability to lead large teams and implement strategic initiatives that align with corporate objectives. Expertise in operational efficiency, regulatory compliance, and safety management. A visionary leader committed to fostering a culture of excellence, promoting teamwork, and driving continuous improvement.

WORK EXPERIENCE

Senior Operations Manager Global Airlines Inc.

Jan 2023 - Present

- Oversaw daily operations for a fleet of over 150 aircraft.
- Implemented a new scheduling system that improved on-time performance by 20%.
- Managed a team of 200+ personnel, focusing on training and development.
- Ensured compliance with FAA regulations and safety standards.
- Developed and executed strategic plans that increased operational efficiency.
- Coordinated cross-departmental initiatives to enhance customer experience.

Operations Supervisor Skyway Airlines

Jan 2020 - Dec 2022

- Supervised ground operations for a regional airline, ensuring compliance with safety protocols.
 - Reduced turnaround time by implementing a new baggage handling system.
 - Collaborated with airport authorities to streamline boarding processes.
 - Trained new staff on operational procedures and customer service standards.
 - Analyzed operational data to identify areas for improvement.
 - Enhanced communication between ground and flight crews to improve service delivery.
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EDUCATION

Bachelor of Science in Aviation Management, University of Aviation

Sep 2019 - Oct 2020

ADDITIONAL INFORMATION

- **Technical Skills:** Operational Strategy, Team Leadership, Regulatory Compliance, Safety Management, Data Analysis, Customer Service
- **Awards/Activities:** Awarded 'Best Operational Improvement' by the National Airline Association.
- **Awards/Activities:** Increased customer satisfaction scores by 30% in one year.
- **Awards/Activities:** Launched a sustainability initiative that reduced fuel costs by 15%.
- **Languages:** English, Spanish, French