MA

Michael Anderson

AIRLINE SERVICES MANAGER

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SKILLS

- Customer Service Management
- Operational Streamlining
- Data Analytics
- Team Leadership
- Service Improvement
- Compliance

EDUCATION

BACHELOR OF SCIENCE IN HOSPITALITY MANAGEMENT, UNIVERSITY OF HOSPITALITY

LANGUAGE

- English
- Spanish
- German

ACHIEVEMENTS

- Increased customer satisfaction ratings by 35% within one year.
- Developed a loyalty program that enhanced customer retention by 20%.
- Recognized as 'Employee of the Month' multiple times for outstanding performance.

Results-driven Airline Operations Manager with a robust background in operational excellence and customer service management, boasting over 9 years of experience in the aviation sector. Specializes in streamlining operations and enhancing customer experiences through innovative solutions and strategic planning. Proven ability to lead teams in high-pressure environments while ensuring compliance with industry regulations and safety standards.

EXPERIENCE

AIRLINE SERVICES MANAGER

FlyRight Airlines

2016 - Present

- Managed customer service operations, ensuring high levels of satisfaction.
- Developed and implemented service improvement initiatives.
- Oversaw complaint resolution processes to enhance customer retention.
- Collaborated with operational teams to improve service efficiency.
- Conducted customer feedback surveys to identify areas for improvement.
- Led training sessions focused on customer service excellence.

CUSTOMER EXPERIENCE COORDINATOR

AirWave Airlines

2014 - 2016

- Coordinated customer experience initiatives across all service touchpoints.
- Analyzed customer feedback to identify trends and opportunities.
- Worked with marketing to develop customer outreach programs.
- Facilitated workshops to enhance staff customer interaction skills.
- Monitored key performance indicators related to customer satisfaction.
- Collaborated with IT to enhance online service platforms.