



# MICHAEL ANDERSON

## Senior Operations Manager

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### SUMMARY

Dynamic and results-driven Airport Operations Executive with over 10 years of comprehensive experience in managing airport operations, enhancing passenger experiences, and ensuring compliance with safety regulations. Expertise in optimizing operational efficiency through the implementation of innovative process improvements and technology integration. Proven ability to lead cross-functional teams, manage complex projects, and foster strong relationships with stakeholders including regulatory bodies, airlines, and ground handling services.

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### WORK EXPERIENCE

#### Senior Operations Manager Global Airport Solutions

Jan 2023 - Present

- Oversaw daily airport operations, ensuring compliance with international safety standards.
- Managed a team of 50+ personnel, focusing on training and development.
- Implemented new technology systems that improved passenger throughput by 20%.
- Conducted regular audits to identify operational inefficiencies and recommend improvements.
- Collaborated with airlines to enhance on-time performance metrics.
- Developed contingency plans for emergency situations, reducing response time by 30%.

#### Operations Supervisor Skyway Airports

Jan 2020 - Dec 2022

- Supervised ground handling operations, ensuring adherence to service level agreements.
  - Coordinated with security and customs officials to streamline passenger processing.
  - Analyzed operational data to identify trends and implement corrective actions.
  - Facilitated training sessions for staff on safety protocols and customer service.
  - Managed vendor relationships to ensure timely delivery of services.
  - Enhanced communication between departments, improving overall operational flow.
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### EDUCATION

#### Master of Business Administration, Aviation Management, University of Aviation Studies

Sep 2019 - Oct 2020

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### ADDITIONAL INFORMATION

- **Technical Skills:** Operational Management, Safety Compliance, Project Management, Team Leadership, Data Analysis, Customer Service
- **Awards/Activities:** Reduced operational costs by 15% through process optimization.
- **Awards/Activities:** Awarded 'Outstanding Leader' by the International Airport Association in 2021.
- **Awards/Activities:** Increased passenger satisfaction ratings by 25% over two years.
- **Languages:** English, Spanish, French