



MICHAEL ANDERSON

AQUATIC FACILITY MANAGER

CONTACT

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-  San Francisco, CA

SKILLS

- Program development
- Team management
- Marketing strategy
- Safety oversight
- Community engagement
- Data analysis

LANGUAGES

- English
- Spanish
- French

EDUCATION

MASTER OF ARTS IN SPORTS MANAGEMENT, UNIVERSITY OF EXCELLENCE

ACHIEVEMENTS

- Awarded 'Best Aquatic Program' by the National Aquatics Association.
- Achieved a 98% customer satisfaction rating through effective program management.
- Successfully implemented a new scheduling system that increased operational efficiency by 25%.

PROFILE

Innovative Aquatic Facility Manager with extensive experience in aquatic program development and management within both public and private sectors. Proven expertise in creating engaging aquatic environments that prioritize user safety and satisfaction. Demonstrates a strong ability to lead cross-functional teams, manage large-scale projects, and implement effective marketing strategies to enhance facility visibility and usage.

EXPERIENCE

AQUATIC FACILITY MANAGER

Elite Swim Club

2016 - Present

- Oversaw all aspects of facility operations, ensuring a safe and welcoming environment for patrons.
- Designed innovative swim programs that increased membership by 50% within a year.
- Managed a diverse team of lifeguards and instructors, providing ongoing training and development.
- Utilized customer feedback to refine services and enhance user satisfaction scores by 35%.
- Implemented a comprehensive marketing strategy that increased facility usage by 45%.
- Monitored compliance with health and safety regulations through regular inspections.

AQUATIC PROGRAMS COORDINATOR

Metro Parks

2014 - 2016

- Coordinated aquatic programming for multiple facilities, increasing participation by 20% year-over-year.
- Developed partnerships with local organizations to expand community outreach initiatives.
- Conducted training sessions for staff on safety protocols and customer service best practices.
- Analyzed facility usage data to inform programming decisions and improve operational efficiency.
- Managed event logistics for swim competitions, ensuring smooth execution.
- Created and maintained comprehensive safety documentation for all aquatic activities.