



MICHAEL ANDERSON

Senior Bus Operations Manager

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SUMMARY

Distinguished Bus Operations Manager with over 10 years of experience in optimizing public transport systems and enhancing operational efficiency. Proven track record in managing large-scale transit projects, ensuring compliance with safety regulations, and implementing innovative solutions to reduce costs while improving service quality. Expertise in leveraging data analytics to inform strategic decision-making and operational improvements.

WORK EXPERIENCE

Senior Bus Operations Manager Metro Transit Authority

Jan 2023 - Present

- Directed the operations of a fleet of over 200 buses, achieving a 15% increase in on-time performance.
- Implemented a new scheduling system that reduced operational costs by 20%.
- Collaborated with city officials to enhance route efficiency, resulting in a 10% increase in ridership.
- Developed comprehensive safety training programs, decreasing accident rates by 25%.
- Managed a team of 50+ personnel, fostering a culture of accountability and professionalism.
- Monitored compliance with federal and state regulations, ensuring operational integrity.

Operations Analyst City Transport Services

Jan 2020 - Dec 2022

- Analyzed operational data to identify areas for improvement, leading to a 30% reduction in service delays.
 - Assisted in the development of new bus routes based on demographic studies.
 - Coordinated with IT to implement a real-time tracking system for buses.
 - Facilitated community feedback sessions to enhance public engagement.
 - Prepared detailed reports on operational performance for senior management.
 - Supported budget planning and resource allocation for operational needs.
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EDUCATION

Master of Business Administration, Transportation Management, University of California, 2015

Sep 2019 - Oct 2020

ADDITIONAL INFORMATION

- **Technical Skills:** Operational Management, Data Analysis, Project Management, Stakeholder Engagement, Safety Compliance, Team Leadership
- **Awards/Activities:** Awarded 'Best Public Transport Initiative' by the National Transit Association in 2021.
- **Awards/Activities:** Recognized for achieving the highest customer satisfaction ratings among comparable transit agencies.
- **Awards/Activities:** Successfully led a team to complete a major fleet upgrade project three months ahead of schedule.
- **Languages:** English, Spanish, French