



# MICHAEL ANDERSON

## Director of Aviation Services

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### SUMMARY

Visionary aviation executive with over 15 years of experience in directing aviation services across diverse environments. Adept at optimizing operational efficiency and enhancing service delivery through innovative strategies and rigorous performance management. Proven track record in managing large-scale aviation projects, ensuring compliance with regulatory standards, and fostering partnerships with key stakeholders.

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### WORK EXPERIENCE

#### Director of Aviation Services Global Aviation Solutions

Jan 2023 - Present

- Orchestrated comprehensive operational strategies to elevate service standards.
- Implemented advanced data analytics systems to enhance decision-making processes.
- Led cross-functional teams in optimizing flight operations and maintenance schedules.
- Established robust training programs to ensure compliance with industry regulations.
- Negotiated contracts with key suppliers to secure favorable terms and conditions.
- Monitored performance metrics to drive continuous improvement initiatives.

#### Aviation Operations Manager Skyway Aviation

Jan 2020 - Dec 2022

- Managed daily aviation operations, ensuring adherence to safety protocols.
  - Developed and executed operational policies to streamline workflows.
  - Collaborated with regulatory bodies to maintain compliance and certification.
  - Conducted performance reviews and implemented staff development plans.
  - Utilized project management tools to oversee multiple aviation initiatives.
  - Enhanced customer service protocols, resulting in improved client satisfaction ratings.
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### EDUCATION

#### Master of Business Administration, Aviation Management - University of Aviation, 2010

Sep 2019 - Oct 2020

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### ADDITIONAL INFORMATION

- **Technical Skills:** strategic planning, operational excellence, regulatory compliance, team leadership, data analytics, contract negotiation
- **Awards/Activities:** Increased operational efficiency by 25% through process reengineering.
- **Awards/Activities:** Awarded 'Aviation Leader of the Year' for outstanding service delivery.
- **Awards/Activities:** Successfully led a team that achieved a 95% customer satisfaction rating.
- **Languages:** English, Spanish, French