



MICHAEL ANDERSON

Flight Operations Supervisor

Dedicated Flight Operations Executive with a focus on enhancing customer experience and operational effectiveness in the aviation sector. With over 6 years of experience in flight operations management, this professional has a proven record of implementing process improvements that elevate service standards. Known for a collaborative approach to team leadership and a strong commitment to safety and compliance.

WORK EXPERIENCE

Flight Operations Supervisor

2020-2023

Airway Express

- Supervised daily flight operations, ensuring compliance with safety regulations.
- Managed flight crew schedules and logistics for efficient operations.
- Collaborated with ground teams to enhance aircraft turnaround times.
- Conducted operational audits to ensure adherence to company policies.
- Provided training and development opportunities for junior staff.
- Analyzed operational data to identify and address performance issues.

Flight Operations Assistant

2019-2020

JetSet Airlines

- Assisted in the coordination of flight operations and crew scheduling.
- Maintained compliance with safety and operational standards.
- Provided support to flight crews during pre-flight briefings.
- Assisted in the development of training materials for operational procedures.
- Participated in safety drills and compliance training sessions.
- Contributed to the preparation of operational reports for management review.

ACHIEVEMENTS

- Improved customer satisfaction ratings by 18% through enhanced service initiatives.
- Recognized as 'Outstanding Supervisor' for excellence in operational performance.
- Successfully implemented a new crew scheduling system that reduced conflicts by 15%.

CONTACT

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EDUCATION

Bachelor of Science in Aviation Operations

Air College

2015

SKILLS

- Flight Scheduling
- Team Leadership
- Safety Compliance
- Data Analysis
- Process Improvement
- Customer Service

LANGUAGES

- English
- Spanish
- French