



# MICHAEL ANDERSON

## Senior Ground Operations Manager

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### SUMMARY

Dynamic Ground Handling Executive with over a decade of extensive expertise in aviation operations and logistics management. Demonstrated ability to streamline ground processes, enhance operational efficiency, and ensure compliance with safety regulations. Possesses a profound understanding of airport protocols, resource allocation, and team leadership. Proven track record in optimizing ground handling services, resulting in increased customer satisfaction and reduced turnaround times.

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### WORK EXPERIENCE

#### Senior Ground Operations Manager **Airline Solutions Inc.**

*Jan 2023 - Present*

- Oversaw daily ground operations, ensuring adherence to safety and service standards.
- Implemented process improvements that reduced aircraft turnaround time by 15%.
- Managed a team of 50+ ground staff, providing training and performance evaluations.
- Coordinated with air traffic control and other departments to optimize flight schedules.
- Developed and maintained relationships with airport authorities and service providers.
- Utilized data analytics to assess operational performance and identify areas for enhancement.

#### Ground Handling Coordinator **Global Air Services**

*Jan 2020 - Dec 2022*

- Managed ground handling operations for international flights, ensuring timely departures.
  - Monitored compliance with industry regulations and company policies.
  - Collaborated with maintenance teams to facilitate efficient aircraft servicing.
  - Led incident investigations and developed corrective action plans.
  - Maintained accurate records of cargo and passenger handling activities.
  - Trained new staff on operational procedures and safety protocols.
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### EDUCATION

#### Bachelor of Science in Aviation Management, **University of Aviation, 2010**

*Sep 2019 - Oct 2020*

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### ADDITIONAL INFORMATION

- **Technical Skills:** Aviation Operations, Team Leadership, Data Analytics, Safety Compliance, Process Improvement, Customer Service
- **Awards/Activities:** Received 'Employee of the Year' award for exceptional leadership and operational performance.
- **Awards/Activities:** Reduced operational costs by 20% through strategic resource management.
- **Awards/Activities:** Successfully led a project that improved on-time performance by 25% over two years.
- **Languages:** English, Spanish, French