



MICHAEL ANDERSON

GROUND OPERATIONS SUPERVISOR

PROFILE

Accomplished Ground Handling Executive with a robust background in logistics and supply chain management within the aviation sector. Expertise in optimizing ground operations, ensuring compliance with international aviation standards, and enhancing customer service delivery. Skilled in managing high-pressure environments, coordinating multi-functional teams, and leveraging technology to drive operational efficiencies. Proven ability to develop and implement strategic initiatives that align with organizational goals and foster continuous improvement.

EXPERIENCE

GROUND OPERATIONS SUPERVISOR

SkyHigh Airlines

2016 - Present

- Supervised ground crew during peak operations to ensure timely aircraft servicing.
- Implemented training programs that increased staff productivity by 30%.
- Coordinated luggage handling and cargo operations to optimize load efficiency.
- Monitored equipment usage and maintenance schedules to reduce downtime.
- Led safety drills and compliance audits to maintain operational integrity.
- Analyzed performance metrics to identify trends and recommend improvements.

LOGISTICS COORDINATOR

Aero Logistics Group

2014 - 2016

- Coordinated logistics for cargo and passenger flights, ensuring compliance with regulations.
- Managed inventory control and distribution logistics for ground support equipment.
- Developed operational plans to enhance service delivery and customer satisfaction.
- Collaborated with airlines to streamline boarding processes, reducing delays.
- Utilized software tools to track shipments and manage schedules effectively.
- Conducted performance reviews and implemented feedback mechanisms for staff development.

CONTACT

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SKILLS

- Logistics Management
- Team Supervision
- Performance Analysis
- Safety Standards
- Customer Relationship Management
- Training Development

LANGUAGES

- English
- Spanish
- French

EDUCATION

MASTER OF BUSINESS
ADMINISTRATION, LOGISTICS AND
SUPPLY CHAIN MANAGEMENT,
BUSINESS UNIVERSITY, 2015

ACHIEVEMENTS

- Increased on-time delivery rate by 35% through process optimization.
- Recognized for outstanding service quality with the 'Excellence in Operations' award.
- Developed a staff training manual adopted company-wide, enhancing operational efficiency.