



# Michael ANDERSON

## OPERATIONS MANAGER

Innovative Ground Handling Executive with extensive experience in operational management and customer service within the aviation industry. Proven ability to lead teams effectively, manage complex logistics, and implement best practices for ground handling operations. Recognized for fostering a culture of safety and efficiency, resulting in significant enhancements in service delivery and operational performance.

### CONTACT

- (555) 234-5678
- michael.anderson@email.com
- www.michaelanderson.com
- San Francisco, CA

### SKILLS

- Operational Management
- Team Leadership
- Performance Metrics
- Safety Standards
- Customer Service
- Continuous Improvement

### LANGUAGES

- English
- Spanish
- French

### EDUCATION

**BACHELOR OF SCIENCE IN BUSINESS  
ADMINISTRATION, UNIVERSITY OF  
BUSINESS, 2010**

### ACHIEVEMENTS

- Improved operational efficiency by 30% through process optimization.
- Recognized with the 'Operational Excellence' award for outstanding contributions.
- Successfully led a safety initiative that decreased incidents by 50%.

### WORK EXPERIENCE

#### OPERATIONS MANAGER

Airline Services Group

2020 - 2025

- Managed all aspects of ground handling operations, ensuring compliance with FAA regulations.
- Developed and implemented operational strategies that improved turnaround times.
- Supervised a team of ground staff, promoting a culture of safety and excellence.
- Collaborated with various departments to enhance operational workflows.
- Conducted regular audits to ensure adherence to safety and quality standards.
- Utilized performance metrics to drive continuous improvement initiatives.

#### GROUND HANDLING SPECIALIST

AeroSupport Services

2015 - 2020

- Performed ground handling duties for a major international airline.
- Assisted in the coordination of baggage and cargo operations.
- Ensured compliance with safety protocols during ground operations.
- Provided exceptional customer service to passengers and crew.
- Participated in training programs to enhance operational skills.
- Documented incidents and contributed to safety improvement plans.