

# MICHAEL ANDERSON

Ground Handling Manager

- San Francisco, CA
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Proactive Ground Handling Executive with a focus on operational excellence and customer satisfaction within the aviation industry. Extensive experience in managing ground handling processes, ensuring compliance with safety regulations, and enhancing service delivery. Demonstrated ability to lead diverse teams, implement innovative solutions, and drive continuous improvement initiatives. Strong analytical and problem-solving skills, facilitating data-driven decision-making.

## WORK EXPERIENCE

### Ground Handling Manager | AeroGlobal Airlines

Jan 2022 – Present

- Managed comprehensive ground handling operations, ensuring adherence to safety and service standards.
- Developed training programs that enhanced staff skills and operational efficiency.
- Collaborated with airline partners to optimize resource allocation and scheduling.
- Monitored performance metrics to identify trends and implement improvements.
- Ensured compliance with regulatory requirements and internal policies.
- Led safety audits and developed corrective action plans.

### Ground Operations Associate | Skyline Airways

Jul 2019 – Dec 2021

- Assisted in ground handling operations for a major airline.
- Managed baggage handling processes, ensuring accuracy and efficiency.
- Provided customer service support during boarding and deplaning.
- Maintained communication with flight crews to ensure timely operations.
- Documented incidents and contributed to safety audits.
- Participated in training sessions to enhance operational skills.

## SKILLS

Operational Management

Customer Satisfaction

Team Leadership

Safety Compliance

Process Optimization

Training Development

## EDUCATION

### Bachelor of Science in Transportation Management

2016

University of Transport

## ACHIEVEMENTS

- Increased overall operational efficiency by 25% through strategic initiatives.
- Recognized with the 'Outstanding Service' award for exceptional contributions.
- Successfully implemented a new baggage handling system that reduced errors by 30%.

## LANGUAGES

English

Spanish

French