



# MICHAEL ANDERSON

## Senior Ground Operations Manager

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### SUMMARY

Dynamic and results-driven Ground Handling Manager with over a decade of extensive experience in optimizing airport ground operations. Proven track record in enhancing operational efficiency, reducing turnaround times, and ensuring compliance with safety regulations. Demonstrated expertise in managing cross-functional teams, streamlining processes, and implementing innovative solutions to complex logistical challenges. Highly skilled in utilizing advanced technology and data analytics to improve service delivery and customer satisfaction.

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### WORK EXPERIENCE

#### Senior Ground Operations Manager Global Air Services

Jan 2023 - Present

- Directed ground handling operations for a fleet of over 50 aircraft, ensuring timely and efficient service.
- Implemented new safety protocols resulting in a 30% reduction in incident reports.
- Managed a team of 150 personnel, providing training and development programs to enhance skills.
- Utilized advanced scheduling software to optimize resource allocation and reduce operational costs.
- Coordinated with airline partners to streamline passenger and cargo handling processes.
- Analyzed performance metrics and developed strategies to enhance service quality.

#### Ground Handling Supervisor Airport Logistics Corp

Jan 2020 - Dec 2022

- Supervised ground crew during peak flight hours, ensuring adherence to operational standards.
  - Conducted regular inspections of ground support equipment, maintaining 100% operational readiness.
  - Developed and implemented training programs for new hires, improving onboarding efficiency.
  - Facilitated communication between operations and maintenance teams to address technical issues swiftly.
  - Monitored compliance with regulatory requirements, achieving zero compliance violations.
  - Led initiatives to enhance customer service, resulting in a 25% increase in satisfaction ratings.
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### EDUCATION

#### Bachelor of Science in Aviation Management, University of Aviation Studies

Sep 2019 - Oct 2020

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### ADDITIONAL INFORMATION

- **Technical Skills:** Operational Efficiency, Team Leadership, Safety Management, Data Analytics, Process Improvement, Customer Service
- **Awards/Activities:** Reduced average aircraft turnaround time by 15 minutes through process optimization.
- **Awards/Activities:** Received the Excellence in Safety Award for outstanding safety performance.
- **Awards/Activities:** Increased team productivity by 20% through targeted training programs.
- **Languages:** English, Spanish, French