



Michael ANDERSON

GROUND HANDLING MANAGER

Visionary Ground Handling Manager with extensive experience in fostering operational excellence within the aviation sector. Demonstrates an exceptional ability to lead diverse teams and implement innovative strategies that enhance efficiency and safety. Proven expertise in logistics management, with a focus on optimizing ground operations to meet evolving industry demands. Highly adept at navigating regulatory landscapes and ensuring compliance with all safety protocols.

CONTACT

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- 📍 San Francisco, CA

SKILLS

- Leadership Development
- Compliance Management
- Customer Experience
- Process Optimization
- Training and Development
- Operational Excellence

LANGUAGES

- English
- Spanish
- French

EDUCATION

**ASSOCIATE DEGREE IN AVIATION
TECHNOLOGY, AVIATION INSTITUTE**

ACHIEVEMENTS

- Recognized for reducing delays by 20% through improved operational protocols.
- Awarded Best Ground Handling Team for outstanding service delivery.
- Successfully implemented a new scheduling system that improved efficiency by 15%.

WORK EXPERIENCE

GROUND HANDLING MANAGER

Elite Air Services

2020 - 2025

- Managed comprehensive ground operations for high-profile international flights.
- Developed and implemented training programs that improved service delivery standards.
- Utilized operational metrics to drive performance improvements and identify training needs.
- Coordinated with airport authorities to ensure compliance with safety regulations.
- Enhanced turnaround times through effective resource management and planning.
- Led initiatives to enhance customer experience, resulting in increased loyalty.

GROUND OPERATIONS SPECIALIST

SkyLink Ground Services

2015 - 2020

- Supported ground handling operations for a diverse range of airlines.
- Facilitated communication between ground staff and flight crews to optimize workflows.
- Conducted training sessions on safety and emergency protocols.
- Monitored compliance with safety standards, achieving high inspection scores.
- Participated in process improvement initiatives that enhanced service efficiency.
- Assisted in the development of operational manuals for new procedures.