



📞 (555) 234-5678

✉ michael.anderson@email.com

📍 San Francisco, CA

🌐 www.michaelanderson.com

## SKILLS

- Operational Management
- Safety Compliance
- Team Leadership
- Data Analysis
- Process Improvement
- Customer Satisfaction

## EDUCATION

**BACHELOR OF SCIENCE IN LOGISTICS  
AND SUPPLY CHAIN MANAGEMENT,  
UNIVERSITY OF LOGISTICS**

## LANGUAGE

- English
- Spanish
- German

## ACHIEVEMENTS

- Increased customer satisfaction scores by 30% through enhanced service protocols.
- Awarded the Safety Excellence Award for outstanding safety performance.
- Successfully led a project that reduced turnaround time by 18%.

# Michael Anderson

## LEAD GROUND HANDLING MANAGER

Proficient Ground Handling Manager with a distinguished career in directing ground operations within the aviation industry. Expertise in managing high-stakes environments, focusing on safety, efficiency, and customer satisfaction. Extensive experience in developing and implementing operational strategies that drive performance and reduce costs. Strong leadership capabilities, with a proven ability to inspire teams and foster a culture of accountability.

## EXPERIENCE

### LEAD GROUND HANDLING MANAGER

Premier Ground Services

2016 - Present

- Oversaw ground handling operations for a major airline, ensuring safety and compliance.
- Implemented new operational procedures that improved service efficiency by 35%.
- Managed a team of 100+ ground staff, focusing on performance and development.
- Collaborated with cross-functional teams to enhance inter-departmental communication.
- Conducted regular safety drills and training sessions to maintain high safety standards.
- Analyzed operational data to drive continuous improvement initiatives.

### GROUND SUPPORT SUPERVISOR

AeroCare Services

2014 - 2016

- Supervised ground support operations for various airlines, ensuring timely service delivery.
- Coordinated equipment maintenance schedules to ensure operational readiness.
- Developed contingency plans for emergency situations, improving response times.
- Monitored service quality and provided feedback to improve performance.
- Facilitated training for new hires, emphasizing safety and customer service.
- Collaborated with management to streamline operational processes.