

MICHAEL ANDERSON

Ground Handling Operations Manager

- San Francisco, CA
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Dedicated Ground Handling Manager with extensive knowledge and experience in airport ground operations. Demonstrates a strong commitment to enhancing safety and efficiency while providing exceptional customer service. Proven ability to lead teams in high-pressure environments, ensuring compliance with safety regulations and operational standards. Skilled in analyzing operational performance and implementing strategies to improve service delivery.

WORK EXPERIENCE

Ground Handling Operations Manager | Universal Ground Services

Jan 2022 – Present

- Managed ground operations for a leading airline, ensuring adherence to safety protocols.
- Implemented standard operating procedures that enhanced operational efficiency.
- Supervised a diverse team of ground staff, focusing on performance and development.
- Conducted training sessions on safety and customer service best practices.
- Monitored operational metrics to identify areas for improvement.
- Collaborated with airline representatives to optimize service delivery.

Ground Support Assistant | Airfield Handling Solutions

Jul 2019 – Dec 2021

- Assisted in daily ground operations, ensuring timely aircraft servicing.
- Coordinated with maintenance teams to schedule necessary inspections.
- Facilitated training for new staff, emphasizing safety and compliance.
- Monitored equipment usage and reported on maintenance needs.
- Participated in emergency drills to ensure preparedness.
- Provided customer service support, addressing passenger inquiries and concerns.

SKILLS

Safety Management

Team Leadership

Operational Compliance

Customer Service

Process Optimization

Performance Analysis

EDUCATION

Bachelor of Arts in Airport Management

2015 – 2019

University of Aviation

ACHIEVEMENTS

- Recognized for achieving a 95% compliance rate on safety audits.
- Increased team efficiency by 25% through targeted training initiatives.
- Successfully managed a project to reduce turnaround times by 10%.

LANGUAGES

English

Spanish

French