



MICHAEL ANDERSON

HARBOR OPERATIONS MANAGER

CONTACT

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- San Francisco, CA

SKILLS

- operational management
- regulatory compliance
- cost reduction
- project management
- safety training
- customer service

LANGUAGES

- English
- Spanish
- French

EDUCATION

BACHELOR OF SCIENCE IN LOGISTICS AND SUPPLY CHAIN MANAGEMENT, CALIFORNIA STATE UNIVERSITY

ACHIEVEMENTS

- Achieved a 95% customer satisfaction rating through improved service delivery.
- Recipient of the 'Excellence in Operations' award for innovative process improvements.
- Successfully reduced vessel turnaround time by 15%, enhancing overall productivity.

PROFILE

Dedicated and results-driven Harbor Operations Manager with over 10 years of experience in port operations and maritime management. Proficient in leading operational improvements that enhance service delivery and increase profitability. Demonstrates exceptional leadership capabilities and a deep commitment to safety and regulatory compliance. Possesses a strong background in logistics, resource management, and strategic planning.

EXPERIENCE

HARBOR OPERATIONS MANAGER

Coastal Shipping Co.

2016 - Present

- Directed harbor operations, ensuring adherence to safety standards and regulatory compliance.
- Implemented cost-saving measures that reduced operational expenses by 18% annually.
- Oversaw the coordination of vessel arrivals and departures, optimizing berth utilization.
- Facilitated training sessions focused on safety and operational best practices for staff.
- Collaborated with shipping lines to enhance service offerings and customer satisfaction.
- Utilized project management tools to track progress and ensure timely completion of initiatives.

LOGISTICS COORDINATOR

Ocean Freight Solutions

2014 - 2016

- Managed logistics for a busy shipping terminal, coordinating with multiple stakeholders.
- Developed operational strategies that improved efficiency and reduced delays.
- Analyzed shipping data to forecast demand and optimize resource allocation.
- Conducted regular audits to ensure compliance with safety and operational standards.
- Designed and implemented process improvements that enhanced customer service.
- Coordinated training for staff on new systems and technologies.