



MICHAEL ANDERSON

HEAD OF OPERATIONS

PROFILE

Accomplished leader in aviation services with over 12 years of experience in operational management and strategic development. Expertise in optimizing service delivery and enhancing customer experiences through innovative solutions. Proven ability to manage large teams effectively in high-pressure environments while ensuring compliance with industry standards. Strong analytical skills complemented by a commitment to continuous improvement and operational excellence.

EXPERIENCE

HEAD OF OPERATIONS

AeroTech Innovations

2016 - Present

- Led a team of 60+ aviation professionals to enhance operational workflows.
- Implemented a new customer feedback system that improved service ratings by 25%.
- Developed operational strategies that resulted in a 15% decrease in overhead costs.
- Streamlined supply chain processes, ensuring timely delivery of services.
- Collaborated with IT to integrate advanced technology into operations.
- Conducted market analysis to identify and capitalize on emerging trends.

OPERATIONS SUPERVISOR

FlightPath Services

2014 - 2016

- Managed daily operations, ensuring adherence to safety and service standards.
- Trained and mentored staff, fostering a culture of excellence and accountability.
- Achieved a 20% increase in service efficiency through process improvements.
- Coordinated with maintenance teams to minimize aircraft downtime.
- Analyzed performance metrics to inform strategic decisions.
- Facilitated communication between departments to enhance collaboration.

CONTACT

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SKILLS

- Operational Management
- Customer Experience
- Team Leadership
- Process Improvement
- Data Analysis
- Market Strategy

LANGUAGES

- English
- Spanish
- French

EDUCATION

BACHELOR OF SCIENCE IN AVIATION
MANAGEMENT, EMBRY-RIDDLE
AERONAUTICAL UNIVERSITY

ACHIEVEMENTS

- Increased operational efficiency by 30% through innovative process redesign.
- Recognized for outstanding leadership with the 'Excellence in Aviation' award in 2021.
- Successfully led a project that resulted in a 40% reduction in customer complaints.