



# Michael ANDERSON

## OPERATIONS IMPROVEMENT ANALYST

Strategic Hospitality Operations Analyst with an extensive background in process improvement and operational excellence. Proven ability to analyze complex operational data and derive actionable insights to enhance service delivery and efficiency. Expertise in developing and implementing strategic initiatives that align with organizational goals. Demonstrated success in driving projects that elevate guest experience and operational performance.

### CONTACT

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### SKILLS

- process improvement
- data analytics
- stakeholder engagement
- project management
- training development
- strategic initiatives

### LANGUAGES

- English
- Spanish
- French

### EDUCATION

**MASTER OF SCIENCE IN HOSPITALITY  
MANAGEMENT, CORNELL UNIVERSITY**

### ACHIEVEMENTS

- Led a project that resulted in a 30% increase in operational efficiency.
- Recognized for excellence in project management by industry peers.
- Successfully launched a new service initiative that improved guest feedback ratings by 20%.

### WORK EXPERIENCE

#### OPERATIONS IMPROVEMENT ANALYST

Premier Hospitality Solutions

2020 - 2025

- Conducted operational assessments to identify areas for process improvement.
- Collaborated with department heads to develop and implement improvement strategies.
- Utilized data analytics to track performance and measure success of initiatives.
- Facilitated workshops to engage staff in process improvement discussions.
- Developed training programs to ensure staff adherence to new processes.
- Reported on project outcomes and recommendations for future improvements.

#### BUSINESS ANALYST

Hospitality Analytics Corp

2015 - 2020

- Analyzed market data to inform business development strategies.
- Supported the development of operational metrics and benchmarks.
- Collaborated with marketing to align brand messaging with operational goals.
- Conducted competitive analysis to identify market opportunities.
- Assisted in the preparation of business cases for new initiatives.
- Presented findings to senior leadership for strategic decision-making.