MA

MICHAEL ANDERSON

Operational Strategy Analyst

☎ CONTACT

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🎓 EDUCATION

Master of Business Administration

University of Michigan
2016-2020

★ SKILLS

- operational processes
- strategic management
- data analytics
- problem-solving
- collaboration
- innovation

🗛 LANGUAGES

- English
- Spanish
- French

Dynamic Hospitality Operations Analyst with a comprehensive understanding of operational processes and strategic management. Proven ability to utilize data analytics to drive operational improvements and enhance guest experiences. Expertise in collaborating with diverse teams to implement effective solutions that align with business objectives. Recognized for strong problem-solving skills and the capacity to adapt to a rapidly changing environment.

💼 WORK EXPERIENCE

Operational Strategy Analyst   2020-2023

Global Hotel Network

- Conducted in-depth analysis of operational workflows to identify improvement areas.
- Collaborated with senior management to develop strategic operational plans.
- Utilized advanced analytics tools to monitor performance metrics.
- Facilitated workshops to engage staff in operational excellence initiatives.
- Developed and implemented training programs for operational staff.
- Reported on project outcomes and provided recommendations for future strategies.

Junior Operations Analyst   2019-2020

City Center Hotel

- Assisted in data collection and analysis for operational reporting.
- Supported the development of operational procedures and guidelines.
- Engaged with guests to obtain feedback for service improvement.
- Monitored compliance with established service standards.
- Contributed to the preparation of management reports.
- Participated in team meetings to address operational challenges.

★ ACHIEVEMENTS

- Increased operational efficiency by 25% through strategic process improvements.
- Received recognition for outstanding analytical contributions from management.
- Successfully implemented a new training program that improved staff performance.