



# MICHAEL ANDERSON

## Marina Operations Supervisor

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### SUMMARY

Dynamic and results-oriented Marina Operations Manager with over a decade of experience in overseeing marine facility operations, ensuring compliance with safety regulations, and enhancing customer satisfaction. Proven ability to lead cross-functional teams and implement strategic initiatives that optimize operational efficiency. Expertise in resource management, financial oversight, and stakeholder engagement. Adept at leveraging technology to streamline processes and improve service delivery.

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### WORK EXPERIENCE

#### Marina Operations Supervisor Coastal Marina Group

Jan 2023 - Present

- Managed daily operations of a 300-slip marina, overseeing staff and ensuring high service standards.
- Implemented a new customer relationship management system, improving client satisfaction scores by 25%.
- Conducted regular safety audits and training sessions, resulting in a 40% reduction in incident reports.
- Developed and executed annual budgets, effectively controlling operational costs and increasing profitability.
- Coordinated with local authorities to ensure compliance with environmental regulations.
- Enhanced marina marketing strategies, leading to a 15% increase in new memberships.

#### Assistant Marina Manager Ocean View Marina

Jan 2020 - Dec 2022

- Assisted in managing operations for a busy marina with over 200 boat slips.
  - Streamlined inventory management processes, reducing supply costs by 20%.
  - Facilitated staff training programs focused on customer service excellence.
  - Monitored marina maintenance schedules, ensuring optimal conditions for all facilities.
  - Collaborated with marketing teams to promote seasonal events, boosting attendance by 30%.
  - Maintained relationships with vendors and suppliers, negotiating favorable contracts.
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### EDUCATION

#### Bachelor of Science in Marine Operations Management, Coastal University

Sep 2019 - Oct 2020

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### ADDITIONAL INFORMATION

- **Technical Skills:** Operational Leadership, Budget Management, Customer Relationship Management, Safety Compliance, Team Development, Marketing Strategy
- **Awards/Activities:** Recipient of the Marina Excellence Award for outstanding operational management.
- **Awards/Activities:** Successfully led a project to renovate marina facilities, increasing customer retention by 35%.
- **Awards/Activities:** Implemented a waste reduction program that decreased operational waste by 50%.
- **Languages:** English, Spanish, French