



Michael ANDERSON

MARINA GENERAL MANAGER

Experienced and dedicated Marina Operations Manager with a strong focus on enhancing operational efficiency and customer satisfaction. Proven success in leading diverse teams and managing marina facilities to meet high standards of service and safety. Expertise in financial management, regulatory compliance, and strategic planning. Adept at identifying opportunities for improvement and implementing effective solutions.

CONTACT

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SKILLS

- Operational Management
- Financial Oversight
- Team Leadership
- Safety Compliance
- Customer Satisfaction
- Marketing Strategy

LANGUAGES

- English
- Spanish
- French

EDUCATION

**BACHELOR OF SCIENCE IN BUSINESS
ADMINISTRATION, MARITIME STUDIES,
HARBOR UNIVERSITY**

ACHIEVEMENTS

- Received the Marina Manager of the Year award for exceptional operational performance.
- Successfully launched a new loyalty program, increasing customer retention by 20%.
- Implemented a marina-wide safety improvement plan that resulted in zero incidents for two consecutive years.

WORK EXPERIENCE

MARINA GENERAL MANAGER

Emerald Bay Marina

2020 - 2025

- Directed all marina operations, ensuring compliance with local and federal regulations.
- Implemented cost-saving measures that reduced operational expenses by 18%.
- Enhanced staff training programs, leading to improved customer service ratings.
- Managed scheduling and logistics for marina events, increasing attendance by 50%.
- Conducted regular safety drills and audits, ensuring a safe environment for guests and staff.
- Developed strategic marketing plans, resulting in a 30% increase in new memberships.

ASSISTANT OPERATIONS MANAGER

Harbor Point Marina

2015 - 2020

- Assisted in overseeing daily operations and staff management at a large marina.
- Managed financial reporting and budget preparation, ensuring fiscal discipline.
- Coordinated with various departments to ensure seamless service delivery.
- Implemented customer feedback initiatives, improving satisfaction scores.
- Maintained inventory levels and supplier relationships.
- Facilitated training sessions on safety and operational procedures.