

MICHAEL ANDERSON

Marina Operations Supervisor

- San Francisco, CA
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Accomplished and meticulous Marina Operations Manager with a comprehensive background in marine facility management and customer service excellence. Expertise in leading teams to deliver high-quality marina services while ensuring regulatory compliance and operational efficiency. Proven ability to analyze and improve processes that enhance customer experiences and drive profitability. Skilled in budgeting, staff development, and strategic planning.

WORK EXPERIENCE

Marina Operations Supervisor | Lakeside Marina

Jan 2022 – Present

- Supervised marina operations and staff, ensuring compliance with safety regulations.
- Developed operational procedures that improved service delivery times by 20%.
- Implemented customer service training programs, enhancing team skills and satisfaction.
- Managed financial planning and budget allocation for marina activities.
- Coordinated maintenance and repair schedules to ensure optimal facility operations.
- Organized community events to foster local engagement with the marina.

Assistant Marina Supervisor | Riverfront Marina

Jul 2019 – Dec 2021

- Assisted in managing daily operations and customer service initiatives.
- Maintained inventory records and managed supply orders for marina operations.
- Facilitated staff training sessions on safety and operational best practices.
- Monitored customer feedback, implementing changes based on insights.
- Coordinated with local authorities for compliance inspections and audits.
- Supported marketing efforts to promote marina services and events.

SKILLS

Facility Management

Customer Service Excellence

Budget Management

Process Improvement

Community Engagement

Safety Compliance

EDUCATION

Bachelor of Science in Marine Biology

2015 – 2019

University of Marine Sciences

ACHIEVEMENTS

- Recipient of the Customer Service Excellence Award for outstanding marina management.
- Increased operational efficiency by 25% through process optimization.
- Successfully launched a new environmental initiative that reduced waste by 40%.

LANGUAGES

English

Spanish

French