



Michael ANDERSON

OPERATIONS MANAGER

A detail-oriented Milk Production Specialist with a robust background in operational management and quality assurance in the dairy sector. Extensive experience in overseeing milk production processes, ensuring adherence to quality standards, and optimizing production efficiency. Proficient in utilizing advanced dairy processing technology and equipment to enhance productivity. Demonstrated success in leading teams and driving continuous improvement initiatives that result in measurable outcomes.

CONTACT

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SKILLS

- Operational management
- Quality assurance
- Team leadership
- Process optimization
- ERP systems
- Compliance management

LANGUAGES

- English
- Spanish
- French

EDUCATION

**MASTER OF BUSINESS
ADMINISTRATION, DAIRY
MANAGEMENT, UNIVERSITY OF
BUSINESS MANAGEMENT**

ACHIEVEMENTS

- Increased production efficiency by 35% through process improvements.
- Achieved a 98% customer satisfaction rating for product quality.
- Successfully led a team through a major production upgrade.

WORK EXPERIENCE

OPERATIONS MANAGER

Milky Way Dairy

2020 - 2025

- Managed daily operations of milk production, focusing on process optimization.
- Implemented quality assurance protocols that improved product consistency.
- Led a team of 50+ employees, ensuring effective training and development.
- Utilized ERP systems for inventory and production management.
- Conducted regular performance reviews and operational audits.
- Collaborated with marketing to align production with consumer demand.

QUALITY ASSURANCE MANAGER

Creamy Delights Inc.

2015 - 2020

- Oversaw quality control processes for milk and dairy products.
- Developed and maintained quality assurance documentation.
- Trained staff on compliance with health and safety regulations.
- Analyzed quality metrics and implemented corrective actions.
- Collaborated with production to resolve quality issues.
- Actively participated in product development initiatives.