



MICHAEL ANDERSON

OPERATIONS DIRECTOR

PROFILE

Innovative and strategic-minded Online Travel Operations Manager with extensive experience in optimizing travel operations and enhancing customer engagement. Demonstrated success in utilizing advanced analytics to inform decision-making and drive operational improvements. Expertise in developing and deploying technology solutions that streamline processes and enhance efficiency. Strong ability to build and maintain relationships with stakeholders, ensuring alignment with corporate objectives.

EXPERIENCE

OPERATIONS DIRECTOR

Premier Travel Group

2016 - Present

- Oversaw daily operations for a leading travel agency, enhancing service quality and efficiency.
- Implemented a new operational framework that increased productivity by 35%.
- Directed the integration of new software tools for booking and customer management.
- Established key performance indicators to measure team performance and operational success.
- Fostered partnerships with airlines and hotels to optimize service offerings.
- Managed conflict resolution strategies, improving customer satisfaction scores significantly.

TRAVEL OPERATIONS COORDINATOR

Expedition Travels

2014 - 2016

- Coordinated daily operations, ensuring seamless execution of travel itineraries.
- Utilized customer feedback to drive service enhancements, achieving a 20% increase in positive reviews.
- Trained new hires on operational procedures and customer service excellence.
- Maintained relationships with travel partners to ensure service reliability.
- Analyzed operational data to identify trends and recommend improvements.
- Assisted in budget forecasting and resource allocation for operational needs.

CONTACT

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- San Francisco, CA

SKILLS

- Operational Strategy
- Customer Engagement
- Performance Metrics
- Software Integration
- Team Development
- Budget Management

LANGUAGES

- English
- Spanish
- French

EDUCATION

BACHELOR OF SCIENCE IN HOSPITALITY MANAGEMENT, UNIVERSITY OF FLORIDA, 2012

ACHIEVEMENTS

- Led a project that resulted in a 40% increase in process efficiency.
- Recognized for outstanding leadership at the National Travel Awards 2021.
- Achieved top customer service ratings in the region for three consecutive years.