



MICHAEL ANDERSON

Senior Operations Manager

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SUMMARY

Dynamic and results-oriented Passenger Rail Operations Manager with over 12 years of comprehensive experience in optimizing rail systems for operational efficiency and safety. Expertise encompasses strategic planning, budget management, and team leadership within high-stakes environments. Proven track record in implementing innovative solutions to enhance service delivery and customer satisfaction. Adept at fostering cross-functional collaboration to achieve organizational goals.

WORK EXPERIENCE

Senior Operations Manager Metro Rail Services

Jan 2023 - Present

- Directed daily operations of passenger rail services, ensuring punctuality and customer satisfaction.
- Implemented a new scheduling system that reduced delays by 20%.
- Managed a team of 50+ employees, fostering a culture of safety and efficiency.
- Oversaw budget planning and resource allocation for operational departments.
- Analyzed operational metrics to identify areas for process improvement.
- Collaborated with local authorities to enhance service routes and connectivity.

Operations Coordinator City Transit Authority

Jan 2020 - Dec 2022

- Coordinated inter-departmental communication to streamline operations.
 - Developed training programs for staff on safety procedures and customer service.
 - Facilitated performance reviews and professional development for team members.
 - Monitored compliance with federal and state transportation regulations.
 - Enhanced passenger experience through feedback collection and analysis.
 - Led initiatives that improved on-time performance by 15%.
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EDUCATION

Master of Business Administration, Transportation Management, University of California, Berkeley

Sep 2019 - Oct 2020

ADDITIONAL INFORMATION

- **Technical Skills:** Operational Efficiency, Strategic Planning, Team Leadership, Budget Management, Safety Compliance, Data Analysis
- **Awards/Activities:** Awarded 'Excellence in Operations' by the National Rail Association in 2021.
- **Awards/Activities:** Successfully reduced operational costs by 18% through process optimization.
- **Awards/Activities:** Implemented a customer service initiative that improved passenger satisfaction ratings by 30%.
- **Languages:** English, Spanish, French