

MICHAEL ANDERSON

Passenger Services Manager

- San Francisco, CA
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Versatile Passenger Services Executive with a keen focus on operational excellence and customer satisfaction within the rail industry. Extensive experience in managing passenger service operations, implementing innovative solutions, and fostering a culture of continuous improvement. Proven ability to lead teams in delivering high-quality service while ensuring compliance with safety and regulatory standards.

WORK EXPERIENCE

Passenger Services Manager | Central Railways

Jan 2022 – Present

- Managed operations for a busy commuter rail service, optimizing on-time performance.
- Implemented a customer loyalty program that increased repeat ridership by 25%.
- Monitored service quality metrics and developed action plans for improvement.
- Conducted staff training on service excellence and safety protocols.
- Collaborated with community stakeholders to promote rail usage.
- Prepared comprehensive reports on service performance for executive review.

Service Operations Coordinator | State Transit Authority

Jul 2019 – Dec 2021

- Coordinated daily service operations, ensuring adherence to safety and service standards.
- Developed and implemented operational procedures to enhance service efficiency.
- Engaged with customers to gather feedback and improve service offerings.
- Assisted in the training of new employees on operational best practices.
- Monitored service disruptions and coordinated responses with maintenance teams.
- Maintained accurate records of service performance and customer interactions.

SKILLS

Operational Management

Customer Engagement

Service Quality

Team Development

Safety Compliance

Data Analysis

EDUCATION

Bachelor of Science in Transportation Engineering

2015 – 2019

City College

ACHIEVEMENTS

- Increased customer satisfaction ratings by 20% through targeted service enhancements.
- Recognized for outstanding service delivery during peak operational periods.
- Successfully reduced service delays by 15% through process improvements.

LANGUAGES

English

Spanish

French