

# MICHAEL ANDERSON

Service Delivery Manager

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Resourceful and customer-focused Passenger Transport Manager with extensive experience in service delivery and operational management. Over 11 years of expertise in enhancing passenger experiences through effective service strategies and operational improvements. Proven ability to lead teams in high-pressure environments while maintaining a strong focus on customer satisfaction. Demonstrates a deep understanding of passenger needs and preferences, utilizing feedback to drive service enhancements.

## WORK EXPERIENCE

### Service Delivery Manager | Public Transport Authority

Jan 2022 – Present

- Oversaw service delivery for a network serving over 50,000 passengers daily.
- Implemented customer service training programs that increased satisfaction scores by 30%.
- Monitored service quality and resolved passenger complaints in a timely manner.
- Collaborated with marketing teams to promote new services and initiatives.
- Analyzed passenger feedback to inform operational improvements.
- Established key performance indicators to measure service effectiveness.

### Operations Manager | Metro Transit Authority

Jul 2019 – Dec 2021

- Managed daily operations, ensuring compliance with service standards.
- Led a team of supervisors to enhance service delivery and performance.
- Conducted regular performance evaluations and provided constructive feedback.
- Engaged with community stakeholders to build positive relationships.
- Implemented efficiency measures that reduced operational costs by 10%.
- Coordinated with maintenance teams to ensure vehicle readiness and safety.

## SKILLS

Customer Service

Operational Management

Team Leadership

Service Improvement

Performance Metrics

Stakeholder Engagement

## EDUCATION

### Bachelor of Arts in Business Administration

2011

University of Florida

## ACHIEVEMENTS

- Increased overall service satisfaction ratings by 35% in two years.
- Recognized with the 'Service Excellence Award' for outstanding customer service initiatives.
- Successfully launched a new service that increased ridership by 20%.

## LANGUAGES

English

Spanish

French