



MICHAEL ANDERSON

PUBLIC TRANSPORT OPERATIONS MANAGER

PROFILE

Innovative Public Transport Operations Manager with a robust background in developing and implementing efficient transit solutions across urban landscapes. Expertise lies in leveraging technology to enhance operational productivity and improve passenger experiences. Proficient in managing large teams and complex projects, ensuring that all operational goals align with organizational objectives. Recognized for ability to foster collaborative relationships among diverse stakeholders, including government agencies, community organizations, and private sector partners.

EXPERIENCE

PUBLIC TRANSPORT OPERATIONS MANAGER

Urban Mobility Solutions

2016 - Present

- Directed operations for a city-wide transport network servicing over 100,000 daily riders.
- Implemented an integrated ticketing system that increased revenue by 18%.
- Led a team of 70+ employees, focusing on continuous training and development.
- Utilized GIS technology to optimize route efficiency, resulting in a 15% decrease in travel times.
- Negotiated contracts with service providers to enhance service offerings and reduce costs.
- Conducted regular performance reviews, leading to a 25% improvement in staff productivity.

TRANSIT OPERATIONS ANALYST

Metropolitan Transport Authority

2014 - 2016

- Analyzed transit data to identify trends and recommend operational improvements.
- Collaborated with IT to enhance data collection systems for better reporting accuracy.
- Developed targeted marketing campaigns that increased ridership by 22%.
- Assisted in the rollout of a new mobile app, improving customer engagement.
- Conducted surveys to assess user satisfaction and identify areas for service enhancement.
- Prepared detailed reports for management to support strategic decision-making.

CONTACT

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SKILLS

- Project Management
- Technology Integration
- Team Leadership
- Customer Service
- Data Analytics
- Contract Negotiation

LANGUAGES

- English
- Spanish
- French

EDUCATION

BACHELOR OF SCIENCE IN
TRANSPORTATION ENGINEERING,
GEORGIA INSTITUTE OF TECHNOLOGY

ACHIEVEMENTS

- Increased operational efficiency by 30% through the implementation of new technologies.
- Recognized with the 'Innovator Award' for outstanding contributions to public transport solutions.
- Successfully led a community outreach program, resulting in a 40% increase in public engagement.