MA

MICHAEL ANDERSON

RAIL OPERATIONS ANALYST

CONTACT

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- 📍 San Francisco, CA

SKILLS

- Quantitative Analysis
- Performance Metrics
- Logistics Management
- GIS Software
- Project Management
- Customer Engagement

LANGUAGES

- English
- Spanish
- French

EDUCATION

BACHELOR OF SCIENCE IN LOGISTICS AND SUPPLY CHAIN MANAGEMENT, ARIZONA STATE UNIVERSITY

ACHIEVEMENTS

- Improved service delivery times by 10% through enhanced operational strategies.
- Received commendation for outstanding analytical contributions to key projects.
- Contributed to a successful initiative that increased customer satisfaction ratings by 25%.

PROFILE

Strategic Rail Operations Analyst with a robust background in transportation systems and logistics management. Expertise in utilizing quantitative analysis and performance metrics to drive process improvements and operational efficiencies. Proven ability to collaborate with diverse teams to enhance service delivery and implement innovative solutions. Skilled in the application of advanced analytical methodologies to assess operational challenges and develop actionable strategies.

EXPERIENCE

RAIL OPERATIONS ANALYST

City Rail Authority

2016 - Present

- Analyzed rail network performance data to develop strategic improvement plans.
- Collaborated with maintenance teams to schedule preventive maintenance, minimizing downtime.
- Utilized GIS software to map service routes and optimize operational logistics.
- Prepared analytical reports for senior management, highlighting key performance indicators.
- Participated in safety audits and compliance checks to uphold industry standards.
- Led initiatives to enhance customer feedback mechanisms to improve service quality.

JUNIOR OPERATIONS ANALYST

Freight Rail Services

2014 - 2016

- Supported senior analysts in evaluating freight movement efficiency and service reliability.
- Assisted in data collection and analysis for performance reporting.
- Coordinated logistics for intermodal transportation, ensuring timely deliveries.
- Engaged with stakeholders to identify service improvement opportunities.
- Monitored and reported on equipment utilization rates to optimize asset management.
- Contributed to the development of training materials for new employees.