



MICHAEL ANDERSON

Senior Ticketing Operations Manager

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SUMMARY

Distinguished Rail Ticketing Executive with over 10 years of extensive experience in the transportation sector, specializing in ticketing operations and customer service optimization. Proven ability to streamline processes, enhance customer satisfaction, and drive revenue growth through innovative solutions. Adept at utilizing advanced ticketing systems and managing complex scheduling logistics. Demonstrated expertise in training and developing teams to achieve operational excellence.

WORK EXPERIENCE

Senior Ticketing Operations Manager Metro Rail Services

Jan 2023 - Present

- Led a team of 20 ticketing agents, ensuring exceptional service delivery and operational efficiency.
- Implemented a new ticketing software system that improved processing time by 30%.
- Analyzed customer feedback to develop targeted training programs, resulting in a 25% increase in customer satisfaction scores.
- Managed the budget for ticketing operations, achieving a 15% reduction in costs through strategic vendor negotiations.
- Coordinated with marketing to launch promotional campaigns, increasing ticket sales by 20%.
- Developed comprehensive reports on ticket sales trends to inform executive decision-making.

Ticketing Agent Supervisor City Transit Authority

Jan 2020 - Dec 2022

- Supervised a team of 15 ticketing agents, focusing on performance improvement and customer engagement.
 - Utilized CRM systems to track customer interactions and enhance service delivery.
 - Conducted regular training sessions to ensure compliance with ticketing policies and procedures.
 - Analyzed ticket sales data to identify trends and recommend adjustments to pricing strategies.
 - Resolved escalated customer complaints, achieving a 90% resolution rate on first contact.
 - Collaborated with IT to troubleshoot and resolve ticketing software issues, minimizing downtime.
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EDUCATION

Bachelor of Arts in Business Administration, University of Transportation, 2012

Sep 2019 - Oct 2020

ADDITIONAL INFORMATION

- **Technical Skills:** ticketing systems, customer service, process optimization, team leadership, data analysis, budget management
- **Awards/Activities:** Received the 'Excellence in Service' award for achieving the highest customer satisfaction ratings in 2021.
- **Awards/Activities:** Successfully reduced ticket processing errors by 40% through targeted training and system enhancements.
- **Awards/Activities:** Recognized for implementing innovative ticketing solutions that increased revenue by \$1 million in 2020.
- **Languages:** English, Spanish, French