



MICHAEL ANDERSON

OPERATIONS MANAGER

CONTACT

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SKILLS

- operational management
- customer engagement
- process improvement
- data analysis
- team development
- strategic planning

LANGUAGES

- English
- Spanish
- French

EDUCATION

MASTER OF BUSINESS ADMINISTRATION, TRANSPORTATION MANAGEMENT, UNIVERSITY OF RAIL STUDIES, 2015

ACHIEVEMENTS

- Led a project that resulted in a 15% increase in ticket sales through enhanced marketing initiatives.
- Received the 'Outstanding Leadership' award for exceptional performance in 2020.
- Successfully reduced operational costs by 10% through process optimization strategies.

PROFILE

Accomplished Rail Ticketing Executive with a strong background in operational management and strategic planning. Over 8 years of experience in optimizing ticketing processes and enhancing customer interactions within the rail industry. Skilled in leveraging technology to improve operational workflows and customer experience. Proven track record of leading cross-functional teams to achieve organizational goals.

EXPERIENCE

OPERATIONS MANAGER

National Railways Corporation

2016 - Present

- Managed ticketing operations across multiple locations, overseeing a team of 30 employees.
- Introduced a customer feedback system that increased service ratings by 35%.
- Streamlined ticket sales processes, reducing transaction times by 20%.
- Developed and implemented training programs for new hires, enhancing service quality and knowledge retention.
- Utilized business intelligence tools to analyze sales data and identify growth opportunities.
- Collaborated with marketing teams to design effective promotional strategies, boosting ticket sales.

TICKETING COORDINATOR

Railway Ticketing Solutions

2014 - 2016

- Coordinated ticket sales and customer service operations for a busy rail station.
- Implemented a new electronic ticketing system that improved operational efficiency.
- Trained staff on customer engagement techniques, resulting in improved service delivery.
- Monitored sales performance metrics and provided insights to management.
- Resolved customer inquiries and complaints promptly, ensuring high levels of satisfaction.
- Maintained accurate records of ticket sales and inventory management.