



Michael ANDERSON

CUSTOMER EXPERIENCE MANAGER

Dynamic Rail Transport Officer with a focus on customer service and passenger experience enhancement within the rail industry. Extensive experience in developing and implementing customer-centric initiatives that improve satisfaction and loyalty. Skilled in managing operational teams to deliver top-notch service while ensuring safety and compliance. A proactive leader with a talent for fostering a positive workplace culture and engaging employees.

CONTACT

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SKILLS

- Customer Service
- Passenger Experience
- Team Management
- Operational Coordination
- Service Improvement
- Stakeholder Engagement

LANGUAGES

- English
- Spanish
- French

EDUCATION

**BACHELOR OF ARTS IN BUSINESS
ADMINISTRATION, UNIVERSITY OF
FLORIDA**

ACHIEVEMENTS

- Increased customer satisfaction scores by 40% through strategic service enhancements.
- Recognized for outstanding leadership in customer service initiatives.
- Successfully launched a loyalty program that increased repeat ridership by 25%.

WORK EXPERIENCE

CUSTOMER EXPERIENCE MANAGER

Intercity Rail Services

2020 - 2025

- Developed customer service strategies that increased passenger satisfaction ratings by 30%.
- Managed a team of customer service representatives, providing training and support to enhance service quality.
- Conducted regular feedback sessions with passengers to identify areas for improvement.
- Collaborated with marketing teams to develop promotional campaigns that boosted ridership.
- Implemented a new ticketing system that streamlined the purchasing process.
- Monitored service delivery metrics and reported findings to senior management.

OPERATIONS COORDINATOR

Regional Rail Authority

2015 - 2020

- Coordinated daily operations to ensure seamless service delivery and compliance with safety standards.
- Assisted in developing operational policies that prioritize customer safety and satisfaction.
- Led initiatives to enhance service efficiency and reduce operational costs.
- Trained staff in customer service best practices and safety protocols.
- Engaged with community stakeholders to promote rail services and gather feedback.
- Monitored incident reports and implemented corrective actions to enhance service reliability.