



Michael ANDERSON

DIRECTOR OF OPERATIONS

Strategic Rail Transport Operations Executive with a strong focus on performance management and operational strategy. Over 12 years of experience in the rail sector, specializing in enhancing service delivery and optimizing operational workflows. Proven ability to lead large teams and manage complex logistics operations, ensuring alignment with corporate objectives. Expertise in utilizing data analytics to drive decision-making and improve service outcomes.

CONTACT

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SKILLS

- performance management
- operational strategy
- data analytics
- team leadership
- regulatory compliance
- continuous improvement

LANGUAGES

- English
- Spanish
- French

EDUCATION

**BACHELOR OF ARTS IN BUSINESS
ADMINISTRATION, UNIVERSITY OF
TRANSPORTATION MANAGEMENT**

ACHIEVEMENTS

- Increased overall productivity by 25% through the implementation of a new operational framework.
- Awarded the Leadership Excellence Award for innovative operational strategies.
- Achieved a 15% increase in customer satisfaction ratings through improved service delivery.

WORK EXPERIENCE

DIRECTOR OF OPERATIONS

Innovative Rail Solutions

2020 - 2025

- Directed all operational activities for a major rail operator, overseeing a workforce of over 300 employees.
- Implemented a performance management system that improved service delivery metrics by 40%.
- Developed strategic partnerships with local governments to enhance rail infrastructure.
- Led initiatives to improve safety protocols, resulting in a 50% reduction in incidents.
- Utilized advanced analytics to forecast demand and optimize resource allocation.
- Managed cross-functional teams to ensure alignment with strategic objectives.

OPERATIONS MANAGER

Rail Freight Corporation

2015 - 2020

- Managed rail freight operations, ensuring timely delivery and adherence to safety standards.
- Developed and maintained relationships with key clients to enhance service offerings.
- Coordinated logistics for intermodal shipments, improving efficiency by 25%.
- Conducted regular audits to ensure compliance with industry regulations.
- Trained staff on new operational procedures, achieving a 30% improvement in productivity.
- Analyzed operational data to identify trends and inform strategic adjustments.