



MICHAEL ANDERSON

RAMP OPERATIONS MANAGER

PROFILE

Dynamic Ramp Operations Manager with a robust background in logistical coordination and process optimization, possessing over 12 years of experience within the aviation sector. Expert in orchestrating complex operations involving multiple stakeholders, ensuring seamless ramp activities while adhering to stringent safety standards. Recognized for fostering a collaborative team environment that emphasizes accountability and operational excellence.

EXPERIENCE

RAMP OPERATIONS MANAGER

Global Aviation Services

2016 - Present

- Directed ramp operations for a fleet of 100+ aircraft, overseeing a team of 70 personnel.
- Established key performance indicators (KPIs) to measure operational success and areas for improvement.
- Developed and implemented cost-saving initiatives that resulted in a 15% reduction in operational expenses.
- Collaborated with safety teams to conduct risk assessments and implement mitigation strategies.
- Monitored performance metrics and prepared reports for senior management review.
- Championed a diversity and inclusion initiative, enhancing team dynamics and morale.

LEAD RAMP AGENT

Express Air Services

2014 - 2016

- Led a team of ramp agents in executing efficient aircraft handling operations.
- Optimized flight schedules and resource allocation to minimize operational disruptions.
- Implemented training programs focused on safety and operational efficiency.
- Coordinated with maintenance crews to ensure timely aircraft servicing.
- Conducted performance evaluations and provided constructive feedback to team members.
- Resolved customer complaints related to ramp services, enhancing client satisfaction.

CONTACT

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SKILLS

- Logistical coordination
- Process optimization
- Budget management
- Performance metrics
- Technology integration
- Team collaboration

LANGUAGES

- English
- Spanish
- French

EDUCATION

MASTER OF BUSINESS
ADMINISTRATION, AVIATION
MANAGEMENT, AVIATION UNIVERSITY,
2012

ACHIEVEMENTS

- Recognized for leading the most efficient ramp operation in the region for three consecutive years.
- Successfully reduced ground time by 20% through process improvements.
- Recipient of the 'Leadership Excellence' award from the company in 2021.