

MICHAEL ANDERSON

Ground Operations Manager

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Dedicated aviation operations manager with a focus on ground handling and customer service excellence. Over 7 years of experience in managing ground operations for commercial airlines, ensuring adherence to safety and efficiency standards. Strong interpersonal skills and a commitment to delivering exceptional customer experiences. Proven ability to lead diverse teams and enhance operational workflows through effective training and development programs.

WORK EXPERIENCE

Ground Operations Manager | JetStream Airlines

Jan 2022 – Present

- Managed ground handling operations for a major airline, ensuring timely aircraft turnaround.
- Coordinated with flight crews to optimize boarding and deplaning processes.
- Implemented training programs for ground staff, improving service quality and efficiency.
- Monitored operational performance metrics and developed strategies for improvement.
- Conducted regular safety audits to ensure compliance with industry standards.
- Collaborated with customer service teams to resolve passenger issues promptly.

Customer Service Supervisor | Skyline Airlines

Jul 2019 – Dec 2021

- Supervised customer service operations at a busy airport terminal, ensuring exceptional service delivery.
- Trained staff on customer interaction best practices, enhancing overall passenger experience.
- Resolved customer complaints efficiently, maintaining high satisfaction ratings.
- Developed customer service protocols that improved response times by 20%.
- Collaborated with ground operations teams to ensure seamless service delivery.
- Monitored customer feedback and implemented improvements based on insights gathered.

SKILLS

ground operations

customer service

team leadership

safety compliance

training development

operational efficiency

EDUCATION

Bachelor of Science in Aviation Management - California State University

2015 – 2019

University

ACHIEVEMENTS

- Improved customer satisfaction scores by 25% through enhanced service initiatives.
- Recognized as Employee of the Month for outstanding leadership in ground operations.
- Successfully implemented a new training program that reduced onboarding time by 15%.

LANGUAGES

English

Spanish

French