



MICHAEL ANDERSON

Senior Operations Manager

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SUMMARY

Dynamic and results-oriented Station Operations Executive with a profound expertise in optimizing operational efficiencies within the transportation sector. Demonstrated ability to lead multidisciplinary teams, enhance safety protocols, and drive continuous improvement initiatives. Proven track record of leveraging data analytics to inform decision-making processes, ensuring alignment with organizational goals. Adept at navigating complex regulatory environments and fostering relationships with key stakeholders to achieve operational excellence.

WORK EXPERIENCE

Senior Operations Manager Global Transport Solutions

Jan 2023 - Present

- Oversaw daily station operations, ensuring compliance with safety and regulatory standards.
- Implemented process improvements, resulting in a 20% reduction in operational costs.
- Led a team of 50+ staff, fostering a culture of excellence and accountability.
- Utilized data analytics to optimize scheduling, improving service reliability by 15%.
- Coordinated cross-functional teams to enhance customer service initiatives.
- Developed training programs that improved employee performance metrics by 30%.

Operations Supervisor Metro Rail Services

Jan 2020 - Dec 2022

- Managed station staff and operations, ensuring optimal service delivery.
 - Conducted regular audits to maintain compliance with operational standards.
 - Implemented customer feedback mechanisms, increasing satisfaction scores by 25%.
 - Developed and monitored key performance indicators for operational efficiency.
 - Collaborated with engineering teams to schedule maintenance without service disruption.
 - Trained new hires on operational protocols and safety measures.
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EDUCATION

Master of Business Administration, Transportation Management - University of Chicago

Sep 2019 - Oct 2020

ADDITIONAL INFORMATION

- **Technical Skills:** Operational Efficiency, Team Leadership, Data Analytics, Regulatory Compliance, Customer Service, Process Improvement
- **Awards/Activities:** Received 'Excellence in Operations' award for outstanding performance in 2020.
- **Awards/Activities:** Successfully led a project that increased station throughput by 40%.
- **Awards/Activities:** Recognized for developing a safety program that reduced incidents by 50%.
- **Languages:** English, Spanish, French