



MICHAEL ANDERSON

Lead Operations Manager

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SUMMARY

Visionary Station Operations Manager with extensive expertise in optimizing operational processes and enhancing service delivery within the transportation sector. Proven track record of implementing strategic initiatives that bolster performance metrics while ensuring compliance with industry standards. Demonstrated proficiency in leading cross-functional teams to achieve operational excellence and cultivate a culture of continuous improvement.

WORK EXPERIENCE

Lead Operations Manager TransLogistics Inc.

Jan 2023 - Present

- Directed daily station operations, ensuring adherence to safety protocols and service quality standards.
- Implemented a new scheduling system that improved on-time performance by 25%.
- Oversaw inventory management, reducing excess stock by 30% through improved forecasting techniques.
- Facilitated training programs for staff, enhancing operational efficiency and service delivery.
- Collaborated with maintenance teams to streamline equipment repairs, minimizing downtime by 15%.
- Utilized performance metrics to drive operational improvements and increase customer satisfaction scores.

Operations Supervisor Metro Transit Authority

Jan 2020 - Dec 2022

- Managed station staff, ensuring compliance with operational policies and procedures.
 - Conducted regular audits of service operations, identifying areas for improvement.
 - Developed and maintained effective communication channels between departments.
 - Analyzed service performance data to inform operational strategies and initiatives.
 - Implemented cost-saving measures that reduced operational expenses by 20%.
 - Coordinated with local agencies to enhance community engagement and service accessibility.
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EDUCATION

Master of Business Administration, Transportation Management, University of California, 2017

Sep 2019 - Oct 2020

ADDITIONAL INFORMATION

- **Technical Skills:** Operational Strategy, Team Leadership, Data Analysis, Compliance Management, Process Optimization, Stakeholder Engagement
- **Awards/Activities:** Received the Excellence in Operations Award for outstanding performance in 2022.
- **Awards/Activities:** Led a project that achieved a 40% reduction in operational costs over two years.
- **Awards/Activities:** Successfully managed a team that improved customer satisfaction ratings from 82% to 95%.
- **Languages:** English, Spanish, French