



MICHAEL ANDERSON

STATION OPERATIONS MANAGER

PROFILE

Dynamic and results-oriented Station Operations Manager specializing in the rail industry, with a comprehensive background in strategic planning and operational oversight. Expertise in optimizing station performance and driving initiatives that enhance customer experience while maintaining strict compliance with safety and regulatory standards. Known for the ability to lead diverse teams and foster a collaborative work environment that encourages innovation and accountability.

EXPERIENCE

STATION OPERATIONS MANAGER

Railway Solutions Group

2016 - Present

- Oversaw the daily operations of a major transit station, ensuring compliance with safety regulations.
- Enhanced operational efficiency by implementing new scheduling software, increasing staff productivity by 30%.
- Developed and executed strategic plans to improve customer service metrics.
- Managed station budgets and financial forecasts, optimizing resource allocation.
- Led safety training initiatives that resulted in a 50% decrease in incident reports.
- Collaborated with engineering teams to enhance station infrastructure and service reliability.

ASSISTANT OPERATIONS MANAGER

City Rail Network

2014 - 2016

- Assisted in managing station operations and staff scheduling to ensure optimal service delivery.
- Monitored service performance and identified areas for improvement through data analysis.
- Coordinated with safety teams to implement emergency response drills.
- Facilitated the onboarding of new staff, ensuring adherence to operational protocols.
- Engaged with community stakeholders to promote transit initiatives and services.
- Developed reporting systems to track operational KPIs and service metrics.

CONTACT

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SKILLS

- Strategic Planning
- Budget Management
- Team Development
- Safety Compliance
- Customer Experience
- Data-Driven Decision Making

LANGUAGES

- English
- Spanish
- French

EDUCATION

BACHELOR OF SCIENCE IN
TRANSPORTATION MANAGEMENT,
UNIVERSITY OF ILLINOIS, 2015

ACHIEVEMENTS

- Awarded the Employee of the Year for outstanding contributions to service improvement in 2021.
- Led a project that resulted in a 35% increase in on-time service delivery.
- Recognized for innovative approaches that enhanced customer engagement by 25%.