# MA

# Michael
## ANDERSON

## CONTACT

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## TRAIN OPERATIONS ANALYST

Results-oriented Train Dispatch Officer with a solid foundation in transportation logistics and operations management. Possesses over 6 years of experience in optimizing train scheduling and implementing process improvements. Demonstrates proficiency in using advanced dispatching technologies and software to enhance operational workflows. Known for exceptional analytical skills, capable of identifying trends and implementing solutions that drive efficiency.

## SKILLS

- transportation logistics
- process improvement
- data analysis
- scheduling software
- customer service
- compliance

## WORK EXPERIENCE

### TRAIN OPERATIONS ANALYST

FastTrack Railways

2020 - 2025

- Analyzed train scheduling data to identify inefficiencies and recommend improvements.
- Assisted in the development of operational strategies to enhance service delivery.
- Collaborated with dispatch teams to implement new scheduling software.
- Conducted training sessions on data analysis tools for operational staff.
- Monitored performance metrics to ensure compliance with service standards.
- Generated regular reports to inform management of operational trends.

### JUNIOR TRAIN DISPATCHER

Metro Express

2015 - 2020

- Supported senior dispatchers in managing daily train operations.
- Monitored train locations and communicated updates to crews.
- Assisted in resolving scheduling conflicts and delays.
- Maintained logs of train movements and incidents for reporting purposes.
- Participated in safety training and drills to enhance operational readiness.
- Provided customer service support during peak travel times.

## LANGUAGES

- English
- Spanish
- French

## EDUCATION

**BACHELOR OF SCIENCE IN LOGISTICS, TRANSPORTATION COLLEGE, 2015**

## ACHIEVEMENTS

- Improved scheduling efficiency by 20% through data-driven recommendations.
- Recognized for outstanding teamwork during a major service upgrade.
- Achieved a 95% customer satisfaction rating in operational surveys.