MA

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🌐 www.michaelanderson.com

SKILLS

- train scheduling
- operational compliance
- customer service
- teamwork
- dispatch software
- organizational skills

EDUCATION

BACHELOR OF ARTS IN TRANSPORTATION STUDIES, UNIVERSITY OF TRANSPORT, 2017

LANGUAGE

- English
- Spanish
- German

ACHIEVEMENTS

- Achieved a 15% reduction in scheduling errors through improved processes.
- Recognized for exceptional customer service in operational surveys.
- Successfully implemented a new scheduling system that improved efficiency.

Michael Anderson

TRAIN SCHEDULER

Highly motivated and detail-focused Train Dispatch Officer with a passion for operational excellence in the rail industry. Brings over 5 years of experience in coordinating train schedules and ensuring compliance with safety regulations. Demonstrates a strong ability to work collaboratively with diverse teams to ensure seamless operations. Skilled in utilizing dispatching systems and technologies to enhance service efficiency.

EXPERIENCE

TRAIN SCHEDULER

City Rail Network

2016 - Present

- Developed and maintained train schedules for a network of urban rail services.
- Utilized scheduling software to optimize train operations and reduce delays.
- Collaborated with various departments to ensure compliance with safety standards.
- Monitored train schedules and made adjustments as necessary.
- Assisted in the training of new staff on scheduling procedures.
- Engaged with customers to address service inquiries and concerns.

ASSISTANT TRAIN DISPATCHER

Regional Transport Authority

2014 - 2016

- Supported dispatch operations by monitoring train movements and schedules.
- Communicated updates to train crews and management regarding service changes.
- Maintained operational logs and reports for management review.
- Participated in safety drills and training sessions.
- Provided customer service support during peak hours.
- Assisted in resolving scheduling conflicts and delays.