



Michael

ANDERSON

TRAIN OPERATIONS MANAGER

Strategic and detail-oriented Train Operations Executive with a robust background in the transportation sector, specializing in rail operations management and optimization. A results-oriented professional skilled in leading operational teams to achieve performance objectives while ensuring compliance with safety regulations. Demonstrates a keen ability to analyze data and implement strategic initiatives that enhance service delivery and operational efficiency.

WORK EXPERIENCE

TRAIN OPERATIONS MANAGER

Regional Rail Authority

2020 - 2025

- Managed day-to-day operations of train services, ensuring timely arrivals and departures.
- Developed and implemented operational strategies that improved service reliability by 30%.
- Coordinated with engineering teams to address maintenance issues promptly.
- Oversaw staff training programs, enhancing team performance and safety awareness.
- Analyzed operational data to identify trends and recommend improvements.
- Prepared and managed operational budgets, ensuring financial accountability.

ASSISTANT OPERATIONS MANAGER

City Transit Authority

2015 - 2020

- Assisted in managing train schedules and route planning.
- Conducted performance evaluations of operational staff, providing actionable feedback.
- Collaborated with safety teams to implement new protocols.
- Monitored service quality and addressed customer feedback effectively.
- Supported the rollout of new operational technologies.
- Facilitated cross-departmental communication to enhance efficiency.

CONTACT

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SKILLS

- operations management
- strategic planning
- budget oversight
- team training
- data analysis
- customer service

LANGUAGES

- English
- Spanish
- French

EDUCATION

**MASTER OF BUSINESS
ADMINISTRATION, NEW YORK
UNIVERSITY, 2016**

ACHIEVEMENTS

- Achieved a 25% increase in customer satisfaction ratings through service enhancements.
- Recognized for outstanding performance with the Employee of the Year Award.
- Implemented a cost-saving initiative that reduced operational expenses by 15%.