



# Michael ANDERSON

## DIRECTOR OF TRAIN OPERATIONS

Strategic Train Operations Manager with over 18 years of comprehensive experience in rail operations and project management. Renowned for a proactive approach to operational challenges and a commitment to enhancing service quality and safety. Expertise in developing and implementing operational strategies that align with organizational goals and regulatory requirements. Proven ability to lead cross-functional teams to achieve significant improvements in service delivery and operational efficiency.

### CONTACT

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### SKILLS

- Project Management
- Safety Leadership
- Data Analytics
- Operational Strategy
- Stakeholder Engagement
- Performance Improvement

### LANGUAGES

- English
- Spanish
- French

### EDUCATION

**MASTER OF SCIENCE IN  
TRANSPORTATION ENGINEERING -  
TECHNICAL UNIVERSITY, 2010**

### ACHIEVEMENTS

- Achieved a 40% reduction in operational costs through strategic initiatives.
- Recognized for outstanding leadership in the implementation of a new safety protocol.
- Improved customer satisfaction ratings by 35% through service enhancements.

### WORK EXPERIENCE

#### DIRECTOR OF TRAIN OPERATIONS

Interstate Rail Network

2020 - 2025

- Directed all aspects of train operations, managing a large-scale network with a focus on safety and efficiency.
- Developed comprehensive operational plans that improved service delivery by 25%.
- Fostered a culture of safety, leading to a significant reduction in incidents and accidents.
- Implemented advanced analytics tools to monitor performance and optimize resources.
- Engaged with government agencies to ensure compliance with industry regulations.
- Led initiatives that enhanced customer service satisfaction ratings by 30%.

#### TRAIN OPERATIONS MANAGER

MetroLink Services

2015 - 2020

- Managed train operations for a major urban transit system, ensuring compliance with safety protocols.
- Coordinated maintenance schedules to minimize service disruptions and enhance reliability.
- Led a team of operational staff, focusing on training and development to improve performance.
- Utilized performance metrics to drive operational improvements and efficiency.
- Developed contingency plans to address potential service interruptions.
- Facilitated stakeholder meetings to discuss service enhancements and gather feedback.