



# Michael ANDERSON

## PUBLIC TRANSPORT ANALYST

Results-oriented Transport Data Analyst specializing in the analysis of public transportation systems to improve service delivery and customer satisfaction. Extensive experience in utilizing quantitative methodologies to assess operational performance and identify areas for enhancement. Proficient in employing advanced data analytics tools and techniques to derive insights that support strategic initiatives. Adept at collaborating with diverse teams and stakeholders to ensure alignment between analytical findings and operational goals.

### CONTACT

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- 📍 San Francisco, CA

### SKILLS

- Public Transport Analysis
- Data Collection
- Survey Methodologies
- Reporting Tools
- Stakeholder Engagement
- Data Visualization

### LANGUAGES

- English
- Spanish
- French

### EDUCATION

**BACHELOR OF SCIENCE IN URBAN  
PLANNING, UNIVERSITY OF SOUTHERN  
CALIFORNIA**

### ACHIEVEMENTS

- Improved on-time performance of transit services by 10% through data analysis.
- Recognized for developing a customer feedback system that increased user satisfaction.
- Completed a project that enhanced route efficiency, saving costs by 12%.

### WORK EXPERIENCE

#### PUBLIC TRANSPORT ANALYST

City Transit Authority

2020 - 2025

- Analyzed passenger data to optimize service schedules and routes.
- Conducted surveys to gather user feedback and improve service offerings.
- Developed reports on service performance metrics for management review.
- Collaborated with IT to enhance data collection methodologies.
- Presented analytical insights at community forums to engage stakeholders.
- Implemented a new data visualization tool that improved reporting efficiency.

#### JUNIOR DATA ANALYST

Public Transport Solutions

2015 - 2020

- Assisted in the analysis of transit data for service improvement projects.
- Conducted data entry and validation tasks to ensure accuracy.
- Supported the development of performance dashboards for transit metrics.
- Engaged with users to gather insights for service enhancement.
- Participated in team meetings to discuss data findings and recommendations.
- Contributed to the preparation of reports for funding applications.