



# Michael

## ANDERSON

### UTILITIES OPERATIONS SUPERVISOR

Accomplished Utilities Infrastructure Manager with extensive experience in managing utility projects and operations in both urban and rural settings. Demonstrates a strong commitment to enhancing service delivery through innovative infrastructure solutions and strategic resource management. Proven ability to analyze complex challenges and develop actionable plans that meet organizational objectives while ensuring compliance with regulatory standards.

#### CONTACT

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#### SKILLS

- Operations Management
- Process Improvement
- Community Engagement
- Technical Reporting
- Team Supervision
- Utility Engineering

#### LANGUAGES

- English
- Spanish
- French

#### EDUCATION

**BACHELOR OF SCIENCE IN ENVIRONMENTAL SCIENCE,  
UNIVERSITY OF FLORIDA**

#### ACHIEVEMENTS

- Achieved a 20% increase in service reliability through proactive maintenance programs.
- Recognized for excellence in project delivery by the local utility association.
- Successfully led a community outreach initiative that improved project support by 30%.

#### WORK EXPERIENCE

##### UTILITIES OPERATIONS SUPERVISOR

Metro Utility Services

2020 - 2025

- Supervised daily utility operations, ensuring compliance with safety and regulatory standards.
- Implemented process improvements that reduced service interruptions by 35%.
- Managed a team of technicians to maintain and repair utility infrastructure.
- Developed training programs that enhanced employee skills and performance.
- Collaborated with engineering teams to plan infrastructure upgrades.
- Monitored utility performance metrics and provided insights for management decisions.

##### PROJECT ENGINEER

Utility Innovations

2015 - 2020

- Engineered solutions for utility infrastructure projects, focusing on efficiency and sustainability.
- Conducted site evaluations and prepared technical reports for project proposals.
- Coordinated with contractors to ensure project specifications were met.
- Assisted in the preparation of budgets and timelines for multiple projects.
- Engaged with community members to address concerns and provide updates.
- Utilized project management software to track progress and deliverables.