

MICHAEL ANDERSON

Water Distribution Manager

- San Francisco, CA
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Dedicated Water Distribution Manager with over 11 years of experience in managing water distribution systems with a focus on customer satisfaction and operational excellence. Expertise in developing strategies that enhance service delivery while ensuring compliance with local and federal regulations. Proven ability to lead diverse teams in the implementation of innovative practices that promote sustainability and efficiency.

WORK EXPERIENCE

Water Distribution Manager | Central Valley Water Authority

Jan 2022 – Present

- Managed the water distribution system for over 300,000 residents, ensuring high service levels.
- Developed and implemented maintenance programs to enhance system reliability.
- Coordinated with local agencies for compliance with environmental regulations.
- Led initiatives that improved customer satisfaction ratings by 20%.
- Organized community workshops to educate residents on water conservation techniques.
- Utilized data analytics to optimize resource allocation and operational performance.

Assistant Water Distribution Manager | Southwest Water District

Jul 2019 – Dec 2021

- Assisted in the management of water distribution operations for a large metropolitan area.
- Conducted regular inspections and assessments of system performance.
- Implemented customer feedback mechanisms to enhance service quality.
- Participated in the development of emergency response plans for water quality incidents.
- Engaged with community members to address service-related inquiries.
- Documented operational metrics for regulatory compliance and reporting.

SKILLS

Customer Service Excellence

Operational Management

Regulatory Compliance

Data Analytics

Community Engagement

Team Leadership

EDUCATION

Bachelor of Science in Environmental Engineering

2009

University of California

ACHIEVEMENTS

- Increased customer satisfaction ratings by 25% through service enhancements.
- Led a successful initiative to reduce water loss by 15% across the distribution system.
- Received the 'Leadership in Water Management' award from the Water Authority.

LANGUAGES

English

Spanish

French