

MICHAEL ANDERSON

Operations Manager

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Dedicated Water Sports Consultant with an extensive background in customer service and operational management within the aquatic recreation industry. Over 10 years of experience in managing water sports facilities and ensuring exceptional client experiences. Expertise includes staff training, customer relationship management, and operational efficiency. Proven ability to implement quality assurance measures that consistently enhance service delivery.

WORK EXPERIENCE

Operations Manager | Splash Zone Water Sports

Jan 2022 – Present

- Managed daily operations of a busy water sports facility with over 200 clients daily.
- Implemented training programs that enhanced staff performance and client satisfaction.
- Developed customer feedback systems to identify areas for improvement.
- Coordinated logistics for equipment rentals and maintenance.
- Oversaw safety protocols and ensured compliance with regulations.
- Monitored financial performance and managed budgets effectively.

Customer Service Supervisor | AquaFun Rentals

Jul 2019 – Dec 2021

- Supervised a team of customer service representatives in a high-volume environment.
- Developed training materials for new hires focused on customer engagement.
- Resolved customer complaints and ensured satisfactory resolutions.
- Analyzed customer feedback to improve service offerings.
- Coordinated promotional events to enhance customer loyalty.
- Maintained inventory and managed rental equipment quality.

SKILLS

customer service

operational management

staff training

quality assurance

financial management

relationship building

EDUCATION

Bachelor of Science in Hospitality Management

2015 – 2019

Florida State University

ACHIEVEMENTS

- Achieved a 95% customer satisfaction rating over three consecutive years.
- Recognized for excellence in operations management by the Aquatic Recreation Association.
- Implemented a customer loyalty program that increased repeat business by 30%.

LANGUAGES

English

Spanish

French