



# MICHAEL ANDERSON

## WATER SPORTS OPERATIONS MANAGER

### CONTACT

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-  San Francisco, CA

### SKILLS

- Operations Management
- Customer Engagement
- Team Leadership
- Financial Analysis
- Marketing Strategies
- Safety Compliance

### LANGUAGES

- English
- Spanish
- French

### EDUCATION

**BACHELOR OF ARTS IN SPORTS MANAGEMENT, UNIVERSITY OF CALIFORNIA**

### ACHIEVEMENTS

- Achieved a 20% increase in guest satisfaction ratings over two years.
- Developed a new training module that reduced onboarding time by 30%.
- Secured partnerships with local businesses, enhancing service offerings.

### PROFILE

Innovative and highly skilled Water Sports Manager with a robust background in aquatic operations and customer engagement. Over 8 years of experience in managing water sports facilities, with a focus on enhancing user experience and promoting sustainable practices. Expertise in team leadership, strategic planning, and operational excellence. Proven ability to drive business growth through effective marketing strategies and partnership development.

### EXPERIENCE

#### WATER SPORTS OPERATIONS MANAGER

##### Blue Wave Water Sports

*2016 - Present*

- Directed daily operations, ensuring compliance with safety regulations and customer satisfaction.
- Developed and implemented promotional campaigns, increasing participation by 40%.
- Managed a team of 15 staff members, providing training and performance feedback.
- Oversaw budgeting and financial management for water sports programs.
- Enhanced facility maintenance schedules, improving equipment reliability.
- Collaborated with environmental organizations to promote sustainable practices.

#### ASSISTANT WATER SPORTS MANAGER

##### Sunset Beach Resort

*2014 - 2016*

- Assisted in managing water sports activities, ensuring high standards of service.
- Conducted safety briefings for guests, enhancing awareness and compliance.
- Coordinated staff schedules to ensure optimal coverage during peak times.
- Monitored customer feedback, implementing improvements based on suggestions.
- Provided support in organizing water sports events, increasing guest participation.
- Maintained accurate inventory records and equipment conditions.