



# MICHAEL ANDERSON

## Aquatic Operations Manager

Dedicated Water Sports Operations Manager with a comprehensive understanding of aquatic program management and a commitment to enhancing participant experiences. Extensive experience in developing operational strategies that prioritize safety, efficiency, and customer satisfaction. Proven ability to lead diverse teams, fostering a collaborative environment that encourages professional growth and excellence. Skilled in analyzing market trends and adapting services to meet evolving customer needs.

### CONTACT

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- San Francisco, CA

### EDUCATION

#### Bachelor of Science in Environmental Science

Oceanic University  
2016-2020

### SKILLS

- Program Management
- Safety Compliance
- Community Engagement
- Data Analysis
- Team Leadership
- Operational Efficiency

### LANGUAGES

- English
- Spanish
- French

### WORK EXPERIENCE

#### Aquatic Operations Manager

2020-2023

Sunset Lagoon Water Sports

- Managed all aspects of aquatic operations, ensuring compliance with safety and environmental regulations.
- Developed and executed operational plans that improved efficiency by 20%.
- Led a team of 25 staff, focusing on training and customer service excellence.
- Implemented a customer feedback system to enhance service quality and satisfaction.
- Coordinated logistics for major events, ensuring successful execution and participant safety.
- Established partnerships with local organizations to promote aquatic education and safety.

#### Program Development Specialist

2019-2020

Marine Recreation Institute

- Designed innovative water sports programs tailored to diverse demographics.
- Conducted market research to identify trends and opportunities for program expansion.
- Facilitated training sessions for instructors, enhancing program delivery.
- Managed participant registrations and feedback systems to improve service offerings.
- Coordinated community outreach initiatives to foster interest in water sports.
- Evaluated program effectiveness through data analysis and participant feedback.

### ACHIEVEMENTS

- Increased overall participation in programs by 50% through targeted marketing efforts.
- Recognized for 'Excellence in Community Engagement' in 2022.
- Successfully launched a new eco-friendly initiative that improved operational sustainability.