

MICHAEL ANDERSON

Cargo Operations Manager

- San Francisco, CA
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Proactive and results-oriented Cargo Operations Manager with a solid foundation in freight logistics and supply chain management. Over 7 years of experience in optimizing cargo operations and enhancing service delivery. Expertise in implementing technology-driven solutions to streamline processes and improve operational performance. Strong leadership capabilities with a focus on team development and operational excellence.

WORK EXPERIENCE

Cargo Operations Manager | NextGen Logistics

Jan 2022 – Present

- Managed cargo operations for a growing logistics company, focusing on customer satisfaction.
- Implemented new software solutions that improved operational efficiency by 20%.
- Trained staff on new systems and processes to enhance productivity.
- Collaborated with suppliers to negotiate favorable shipping terms.
- Analyzed operational data to identify trends and inform decision-making.
- Developed and maintained strong client relationships to foster loyalty.

Logistics Coordinator | Cargo Solutions Ltd.

Jul 2019 – Dec 2021

- Coordinated logistics operations for various clients, ensuring timely delivery of goods.
- Developed and maintained relationships with carriers and vendors.
- Monitored shipment progress and resolved issues as they arose.
- Assisted in the development of logistics strategies to improve service delivery.
- Conducted market research to inform operational decisions.
- Provided training and support to new team members on operational procedures.

SKILLS

Freight Logistics

Operational Efficiency

Team Development

Client Relations

Data-Driven Insights

Project Management

EDUCATION

Bachelor of Arts in Logistics Management

2015

University of Washington

ACHIEVEMENTS

- Increased operational performance by 25% through the implementation of new technologies.
- Recognized for exceptional service with the 'Customer Satisfaction Award' in 2023.
- Achieved a 15% reduction in shipping costs through effective vendor negotiations.

LANGUAGES

English

Spanish

French