



Michael ANDERSON

E-COMMERCE WAREHOUSE DIRECTOR

Strategic Director of Warehousing with a focus on e-commerce fulfillment and last-mile delivery solutions. Over 8 years of experience in managing dynamic warehousing environments that cater to fast-paced consumer demands. Expertise in leveraging technology to enhance operational efficiency and customer satisfaction. Proven ability to develop and implement innovative fulfillment strategies that reduce lead times and improve service levels.

CONTACT

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SKILLS

- E-commerce Fulfillment
- Automation
- Team Engagement
- Inventory Management
- Process Optimization
- Customer Service

LANGUAGES

- English
- Spanish
- French

EDUCATION

**BACHELOR OF ARTS IN BUSINESS
ADMINISTRATION - UNIVERSITY OF
CALIFORNIA, BERKELEY**

ACHIEVEMENTS

- Increased order accuracy to 99.5% through process improvements.
- Awarded 'Best Fulfillment Center' by E-commerce Logistics Magazine.
- Reduced lead times by 25%, enhancing customer satisfaction scores.

WORK EXPERIENCE

E-COMMERCE WAREHOUSE DIRECTOR

RapidFulfill Inc.

2020 - 2025

- Led a team of 100+ in a high-volume e-commerce fulfillment center.
- Implemented automated picking systems that increased throughput by 60%.
- Developed strategies that reduced order processing times by 30%.
- Established metrics to monitor service levels and customer satisfaction.
- Collaborated with IT to enhance the warehouse management system.
- Trained staff on new technologies and fulfillment processes.

FULFILLMENT CENTER MANAGER

Express Delivery Services

2015 - 2020

- Managed daily operations of a fast-paced fulfillment center.
- Improved inventory accuracy through advanced tracking systems.
- Oversaw the implementation of lean management techniques.
- Conducted regular performance reviews to drive team engagement.
- Developed partnerships with local carriers to enhance delivery efficiency.
- Trained teams on best practices for order fulfillment and customer service.