



Michael ANDERSON

E COMMERCE OPERATIONS MANAGER

Detail-oriented E Commerce Executive dedicated to enhancing online retail operations and optimizing customer satisfaction through advanced technological solutions and innovative marketing strategies. Proven ability to manage and improve e-commerce platforms by utilizing data analytics to drive informed decision-making. Strong background in digital marketing, product management, and customer relationship management. Effective communicator and team leader, fostering collaboration across departments to achieve organizational goals.

CONTACT

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SKILLS

- E-Commerce Operations
- Project Management
- Data Analysis
- Digital Marketing
- Inventory Management
- Team Coordination

LANGUAGES

- English
- Spanish
- French

EDUCATION

BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY

ACHIEVEMENTS

- Increased operational efficiency by 40% through process improvements.
- Recognized for outstanding project management in e-commerce initiatives.
- Achieved a customer satisfaction score of 95% through quality enhancements.

WORK EXPERIENCE

E COMMERCE OPERATIONS MANAGER

Digital Market Leaders

2020 - 2025

- Managed daily e-commerce operations, achieving a 30% increase in efficiency.
- Implemented inventory management systems that reduced stock discrepancies by 20%.
- Conducted regular audits of online listings to ensure accuracy and compliance.
- Developed training modules for new hires on e-commerce platform operations.
- Collaborated with marketing to execute promotional campaigns that drove traffic.
- Analyzed sales data to forecast trends and inform inventory decisions.

E COMMERCE PROJECT COORDINATOR

NextGen E Commerce

2015 - 2020

- Coordinated cross-departmental projects to streamline e-commerce processes.
- Assisted in the development of user-friendly website features that enhanced customer experience.
- Tracked project timelines and deliverables to ensure on-time completion.
- Facilitated communication between stakeholders to support project goals.
- Conducted market research to identify consumer preferences and trends.
- Managed vendor relationships to ensure quality and timely product delivery.