



MICHAEL ANDERSON

E-COMMERCE OPERATIONS MANAGER

CONTACT

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SKILLS

- Supply chain management
- Logistics coordination
- Inventory optimization
- ERP systems
- Team leadership
- Data analysis

LANGUAGES

- English
- Spanish
- French

EDUCATION

BACHELOR OF SCIENCE IN SUPPLY CHAIN MANAGEMENT - MICHIGAN STATE UNIVERSITY, 2014

ACHIEVEMENTS

- Reduced operational costs by \$1 million annually through process improvements.
- Recipient of the 'Excellence in Operations' award in 2021.
- Successfully launched a new logistics software that improved efficiency by 30%.

PROFILE

Dynamic E-Commerce Officer with a robust background in supply chain management and logistics integration within the e-commerce sector. Expertise in streamlining operations and enhancing customer satisfaction through innovative solutions and technology adoption. Proven ability to lead teams in managing complex projects and delivering results that exceed expectations. Skilled in utilizing ERP systems and data analysis to optimize inventory levels and improve order fulfillment processes.

EXPERIENCE

E-COMMERCE OPERATIONS MANAGER

Supply Chain Dynamics

2016 - Present

- Oversaw daily operations of the e-commerce platform, achieving a 25% reduction in order processing time.
- Implemented an inventory management system that improved stock accuracy by 40%.
- Collaborated with logistics partners to enhance shipping efficiency, resulting in a 20% decrease in delivery times.
- Trained staff on best practices in e-commerce operations, enhancing team productivity by 30%.
- Developed performance metrics to monitor and improve customer satisfaction scores.
- Led cross-departmental initiatives to integrate technology solutions, streamlining processes across the organization.

LOGISTICS COORDINATOR

E-Comm Logistics

2014 - 2016

- Managed logistics operations for e-commerce orders, ensuring timely delivery and customer satisfaction.
- Analyzed shipping data to identify cost-saving opportunities, leading to a 15% reduction in logistics expenses.
- Coordinated with suppliers to optimize order fulfillment processes, improving lead times by 25%.
- Implemented tracking systems that enhanced visibility and accountability in the shipping process.
- Developed training materials for new hires on logistics software and best practices.
- Maintained relationships with carriers to negotiate favorable shipping rates and terms.