



# Michael ANDERSON

## E COMMERCE OPERATIONS MANAGER

Results-oriented E Commerce Operations Executive with a comprehensive background in digital sales and e-commerce management. Exhibits a strong ability to drive operational improvements and enhance customer experiences through innovative solutions. Proven expertise in utilizing data analytics to inform business strategies and optimize online sales channels. Demonstrates adeptness in managing multi-channel e-commerce operations while ensuring alignment with corporate objectives.

### CONTACT

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### SKILLS

- E-commerce management
- Operational improvement
- Data analytics
- Customer experience enhancement
- Project leadership
- Team collaboration

### LANGUAGES

- English
- Spanish
- French

### EDUCATION

**BACHELOR OF SCIENCE IN  
INFORMATION TECHNOLOGY, TECH  
UNIVERSITY**

### ACHIEVEMENTS

- Achieved a 35% growth in customer retention through loyalty programs.
- Recognized for leading a project that enhanced website performance and reduced load times.
- Successfully managed a budget that led to a 15% reduction in operational costs.

### WORK EXPERIENCE

#### E COMMERCE OPERATIONS MANAGER

Digital Marketplace Co.

2020 - 2025

- Managed a comprehensive e-commerce platform, achieving a 45% increase in annual sales.
- Implemented new software solutions that streamlined order processing times.
- Developed and executed customer feedback initiatives that improved service ratings.
- Collaborated with marketing to create targeted advertising campaigns.
- Supervised logistics operations to ensure timely product delivery.
- Conducted competitor analysis to refine pricing strategies and enhance market positioning.

#### E COMMERCE PROJECT LEAD

Commerce Innovations Ltd.

2015 - 2020

- Led cross-functional teams in the development of new e-commerce features.
- Worked closely with UX/UI designers to enhance website usability.
- Conducted training sessions for staff on new system implementations.
- Monitored key performance indicators to assess project success.
- Engaged with customers to gather insights for product enhancements.
- Implemented a new inventory system that reduced stock discrepancies by 30%.