



MICHAEL ANDERSON

E COMMERCE OPERATIONS MANAGER

CONTACT

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SKILLS

- Operational strategy
- Customer experience optimization
- Data-driven decision making
- Team collaboration
- Logistics management
- Performance analysis

LANGUAGES

- English
- Spanish
- French

EDUCATION

BACHELOR OF SCIENCE IN BUSINESS
ADMINISTRATION, MARKETING,
UNIVERSITY OF CALIFORNIA, BERKELEY

ACHIEVEMENTS

- Recognized for implementing a customer feedback system that improved service delivery.
- Increased order fulfillment accuracy to 98% through process enhancements.
- Achieved a 20% growth in customer retention rates over two years.

PROFILE

Dynamic and analytical E Commerce Operations Manager with extensive experience in driving operational excellence and enhancing online sales performance. Proficient in utilizing cutting-edge e-commerce technologies and methodologies to streamline operations and deliver superior customer experiences. Recognized for developing innovative strategies that align operational capabilities with business objectives. Skilled in managing complex supply chains and fostering collaboration across diverse teams to achieve business goals.

EXPERIENCE

E COMMERCE OPERATIONS MANAGER

Innovative Retail Group

2016 - Present

- Directed comprehensive e-commerce operations, achieving a 40% increase in online revenue.
- Implemented advanced analytics tools to track customer behavior and optimize sales strategies.
- Oversaw logistics operations, reducing delivery times by 30%.
- Developed training programs for staff to enhance operational proficiency.
- Collaborated with product development teams to ensure alignment with market trends.
- Established partnerships with third-party vendors to enhance service delivery.

SUPPLY CHAIN COORDINATOR

Fast Track E Commerce

2014 - 2016

- Managed supply chain logistics, achieving a 15% reduction in operational costs.
- Coordinated with vendors to ensure timely delivery of inventory.
- Analyzed inventory turnover rates and adjusted stock levels accordingly.
- Implemented process improvements that increased fulfillment efficiency.
- Facilitated communication between departments to ensure operational alignment.
- Generated monthly performance reports for senior management review.