



Michael ANDERSON

E-COMMERCE FREIGHT COORDINATOR

Detail-oriented Freight Coordinator with a robust background in e-commerce logistics and fulfillment operations. Over four years of experience in managing shipping and distribution processes, ensuring timely and accurate deliveries in a high-volume environment. Demonstrated expertise in utilizing technology to enhance operational efficiency and improve customer service outcomes. Strong analytical skills lead to effective problem resolution and process optimization, fostering a culture of continuous improvement.

CONTACT

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SKILLS

- e-commerce logistics
- fulfillment operations
- data analysis
- inventory management
- customer service
- quality control

LANGUAGES

- English
- Spanish
- French

EDUCATION

**BACHELOR OF SCIENCE IN BUSINESS
LOGISTICS, CITY UNIVERSITY, 2018**

ACHIEVEMENTS

- Improved order accuracy by 15% through enhanced tracking and communication processes.
- Recognized for outstanding contributions to team performance during peak seasons.
- Successfully reduced shipping costs by 10% through process optimization initiatives.

WORK EXPERIENCE

E-COMMERCE FREIGHT COORDINATOR

E-Shop Logistics

2020 - 2025

- Managed shipping logistics for an e-commerce platform, ensuring timely dispatch of orders.
- Utilized automated systems to track inventory and shipping status, improving accuracy.
- Coordinated with third-party logistics providers to streamline fulfillment processes.
- Analyzed shipping data to identify trends and optimize delivery routes.
- Maintained communication with customers regarding order status and delivery expectations.
- Implemented quality control measures to ensure compliance with service standards.

SHIPPING ASSISTANT

Retail Logistics Solutions

2015 - 2020

- Assisted in the coordination of shipping and receiving activities for retail operations.
- Prepared shipping documentation and labels for outgoing shipments.
- Monitored inventory levels and assisted with stock replenishment.
- Collaborated with warehouse teams to ensure timely packing and dispatch of orders.
- Maintained accurate records of shipments and inventory transactions.
- Participated in logistics meetings to discuss performance metrics and improvements.