



MICHAEL ANDERSON

FREIGHT OPERATIONS DIRECTOR

CONTACT

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- San Francisco, CA

SKILLS

- Freight Forwarding
- Data Analytics
- Cost Reduction
- Customs Compliance
- Training and Development
- Performance Measurement

LANGUAGES

- English
- Spanish
- French

EDUCATION

BACHELOR OF SCIENCE IN LOGISTICS,
GEORGIA INSTITUTE OF TECHNOLOGY,
2013

ACHIEVEMENTS

- Increased overall operational efficiency by 40% through process reengineering.
- Recognized for outstanding leadership with a company award for team development in 2021.
- Successfully implemented a customer feedback system that improved service ratings by 35%.

PROFILE

Strategic Freight Forwarding Executive with a robust background in managing complex logistics operations across diverse industries. Possessing over a decade of experience in freight forwarding, supply chain optimization, and customer relationship management. Recognized for delivering innovative solutions that enhance operational efficiency and drive profitability. Expertise in leveraging data analytics to inform decision-making and improve service delivery.

EXPERIENCE

FREIGHT OPERATIONS DIRECTOR

TransGlobal Shipping

2016 - Present

- Directed freight forwarding operations, ensuring adherence to best practices and regulatory standards.
- Implemented advanced logistics software to streamline workflows and enhance tracking capabilities.
- Negotiated pricing structures with vendors, resulting in a 25% reduction in freight costs.
- Led cross-border logistics projects, managing customs compliance and documentation.
- Developed training programs to upskill the operations team in emerging freight technologies.
- Established performance metrics to evaluate and improve service delivery standards.

LOGISTICS ANALYST

Cargo Solutions Ltd.

2014 - 2016

- Conducted in-depth analysis of shipping patterns to optimize freight routes.
- Collaborated with suppliers to enhance inventory management and reduce lead times.
- Assisted in the development of logistics strategies that increased customer satisfaction ratings.
- Monitored shipment progress and resolved issues proactively to minimize delays.
- Created comprehensive reports detailing freight performance metrics for management review.
- Participated in cross-functional teams to implement process improvements across departments.