



# MICHAEL ANDERSON

## Freight Forwarding Manager

Proficient Freight Forwarding Executive with a strong focus on operational excellence and customer-centric logistics solutions. Over 9 years of experience in managing freight forwarding operations with a deep understanding of the complexities involved in global shipping and logistics. Expertise in optimizing supply chain processes, enhancing operational efficiencies, and ensuring regulatory compliance.

### WORK EXPERIENCE

#### Freight Forwarding Manager

2020-2023

Premier Freight Services

- Managed the logistics operations for freight forwarding, ensuring timely and compliant shipments.
- Developed and maintained relationships with key clients to foster long-term partnerships.
- Implemented tracking systems to enhance visibility and efficiency in freight operations.
- Monitored industry trends to identify opportunities for service improvement and innovation.
- Trained team members on compliance and best practices in freight forwarding.
- Collaborated with accounting to manage freight billing and financial reporting.

#### Logistics Assistant

2019-2020

Express Freight Solutions

- Assisted in coordinating logistics for domestic and international shipments.
- Maintained accurate records of shipments and ensured compliance with regulations.
- Communicated effectively with clients and carriers to resolve issues promptly.
- Supported the freight operations team in daily tasks and reporting.
- Monitored shipment statuses and updated clients on delivery timelines.
- Participated in process improvement initiatives to enhance operational efficiency.

### ACHIEVEMENTS

- Increased customer retention rates by 30% through improved service delivery.
- Recognized for outstanding performance in logistics management with a company award.
- Successfully reduced operational costs by 10% through process improvements.

### CONTACT

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### EDUCATION

#### Bachelor of Science in Transportation and Logistics

University of Florida  
2013

### SKILLS

- Operational Excellence
- Customer Relationship Management
- Regulatory Compliance
- Process Optimization
- Team Leadership
- Emerging Technologies

### LANGUAGES

- English
- Spanish
- French