



# MICHAEL ANDERSON

## Last Mile Delivery Manager

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### SUMMARY

Dynamic and results-oriented Last Mile Delivery Manager with over a decade of experience in optimizing logistics operations and enhancing customer satisfaction. Demonstrated expertise in managing end-to-end delivery processes, implementing innovative solutions to streamline operations, and utilizing data analytics for performance improvement. Proficient in leading cross-functional teams to achieve operational excellence while ensuring compliance with safety and regulatory standards.

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### WORK EXPERIENCE

#### Last Mile Delivery Manager Global Logistics Solutions

Jan 2023 - Present

- Led a team of 25 logistics professionals in managing last-mile delivery operations.
- Designed and implemented a new routing optimization system, reducing delivery times by 15%.
- Conducted regular performance reviews and training sessions to enhance team productivity.
- Developed strategic partnerships with local couriers to expand service coverage.
- Monitored key performance indicators to assess operational efficiency and customer satisfaction.
- Implemented cost-saving initiatives that reduced delivery expenses by 20% over two years.

#### Operations Supervisor Express Delivery Services

Jan 2020 - Dec 2022

- Managed daily operations of a high-volume distribution center.
  - Oversaw inventory management processes to maintain optimal stock levels.
  - Implemented safety protocols that reduced workplace accidents by 30%.
  - Coordinated with sales and marketing teams to align delivery schedules with promotional events.
  - Analyzed customer feedback to identify areas for service improvement.
  - Facilitated communication between drivers and management to resolve delivery issues promptly.
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### EDUCATION

#### Bachelor of Science in Logistics Management, University of California, 2014

Sep 2019 - Oct 2020

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### ADDITIONAL INFORMATION

- **Technical Skills:** logistics management, supply chain optimization, team leadership, data analysis, contract negotiation, performance improvement
- **Awards/Activities:** Reduced delivery costs by \$500,000 annually through strategic supplier negotiations.
- **Awards/Activities:** Achieved a 95% on-time delivery rate across all service areas.
- **Awards/Activities:** Recipient of the 'Excellence in Operations' award for outstanding performance in 2021.
- **Languages:** English, Spanish, French