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SKILLS

- retail logistics
- supply chain management
- project management
- customer satisfaction
- team leadership
- cost control

EDUCATION

**BACHELOR OF SCIENCE IN BUSINESS
ADMINISTRATION, UNIVERSITY OF
MICHIGAN, 2016**

LANGUAGE

- English
- Spanish
- German

ACHIEVEMENTS

- Achieved a 20% increase in on-time deliveries within the first year.
- Recognized for outstanding performance with the 'Logistics Excellence Award' in 2020.
- Successfully led a project that improved delivery turnaround times by 25%.

Michael Anderson

LAST MILE DELIVERY MANAGER

Results-focused Last Mile Delivery Manager with a strong background in retail logistics and supply chain management. Expertise in overseeing delivery operations that support retail businesses, ensuring timely and efficient service to enhance customer satisfaction. Demonstrated ability to analyze market trends and customer preferences to optimize delivery strategies. Recognized for building effective teams and fostering a collaborative work environment.

EXPERIENCE

LAST MILE DELIVERY MANAGER

Retail Logistics Solutions

2016 - Present

- Managed last mile delivery for a major retail chain, ensuring compliance with service level agreements.
- Developed and executed delivery strategies that improved customer satisfaction by 15%.
- Led a team of 20 delivery personnel in daily operations and performance evaluations.
- Collaborated with inventory teams to align stock levels with delivery schedules.
- Implemented cost control measures that reduced delivery expenses by 10%.
- Monitored and reported on delivery KPIs to senior management.

SUPPLY CHAIN COORDINATOR

National Retail Services

2014 - 2016

- Coordinated supply chain activities to support last mile delivery operations.
- Analyzed delivery routes to enhance efficiency and reduce delays.
- Facilitated communication between suppliers and delivery teams.
- Trained staff on logistics processes and best practices.
- Maintained accurate records of deliveries and inventory levels.
- Assisted in the development of logistics policies and procedures.