



Profile

# MICHAEL ANDERSON

Last Mile Operations Manager

Proactive Last Mile Transport Manager with a comprehensive understanding of the logistics landscape and over 7 years of experience in optimizing last mile operations. Demonstrates a keen ability to leverage technology and innovative solutions to enhance delivery efficiency and customer satisfaction. Known for a strong analytical mindset and a commitment to continuous improvement through data-driven decision-making.

## WORK EXPERIENCE

### Last Mile Operations Manager

2020-2023

Express Delivery Solutions

- Managed last mile delivery processes to ensure timely and accurate service.
- Implemented performance metrics to monitor operational efficiency.
- Supervised a team of 40 logistics staff, focusing on training and development.
- Collaborated with IT to enhance tracking systems for better visibility.
- Analyzed customer feedback to improve service offerings.
- Conducted regular audits of logistics operations to ensure compliance.

### Transport Coordinator

2019-2020

City Logistics Group

- Coordinated daily transport operations to ensure efficient service delivery.
- Assisted in developing logistics strategies to enhance operational performance.
- Maintained strong relationships with vendors and stakeholders.
- Monitored compliance with safety and operational regulations.
- Prepared reports for management on logistics performance.
- Facilitated team meetings to discuss operational challenges and solutions.

## ACHIEVEMENTS

- Increased delivery efficiency by 20% through process enhancements.
- Recognized for outstanding performance in logistics operations in 2021.
- Successfully reduced operational delays by 15% within one year.

## CONTACT

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## EDUCATION

### Bachelor of Science in Logistics Management

University of Florida  
2016-2020

## SKILLS

- Operational Efficiency
- Data-Driven Decision Making
- Team Supervision
- Compliance Management
- Vendor Relations
- Customer Satisfaction

## LANGUAGES

- English
- Spanish
- French