

# MICHAEL ANDERSON

Senior Last Mile Operations Manager

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Dynamic and results-oriented professional with extensive experience in the logistics and supply chain management sector, particularly in last mile transport operations. Proficient in optimizing distribution networks, enhancing delivery efficiency, and implementing innovative strategies that drive cost reduction while improving customer satisfaction. Demonstrated ability to lead cross-functional teams and manage large-scale projects, ensuring timely and accurate delivery of goods.

## WORK EXPERIENCE

### Senior Last Mile Operations Manager | Global Logistics Solutions Inc.

Jan 2022 – Present

- Oversaw the last mile delivery operations for a portfolio of high-profile clients, ensuring compliance with service level agreements.
- Implemented advanced routing software that improved delivery efficiency by 25%.
- Developed training programs for delivery personnel, resulting in a 30% reduction in operational errors.
- Collaborated with IT teams to enhance tracking systems, improving real-time visibility of shipments.
- Analyzed performance metrics, leading to strategic adjustments that decreased delivery times by 20%.
- Established key partnerships with local courier services, expanding service reach by 15%.

### Last Mile Transport Coordinator | FastTrack Delivery Services

Jul 2019 – Dec 2021

- Coordinated daily logistics operations for last mile delivery, managing a fleet of 50 vehicles.
- Utilized data analytics to optimize delivery routes, achieving a 10% reduction in fuel costs.
- Monitored and reported on key performance indicators, driving initiatives for continuous improvement.
- Managed relationships with clients to ensure satisfaction and address any delivery issues promptly.
- Assisted in the implementation of a new dispatch system, enhancing operational workflows.
- Conducted regular audits of delivery processes to identify areas for efficiency gains.

## SKILLS

logistics management   supply chain optimization   data analytics   project management   stakeholder engagement  
operational excellence

## EDUCATION

### Master of Business Administration (MBA)

2016

Supply Chain Management - University of Chicago

## ACHIEVEMENTS

- Reduced operational costs by 15% through process optimization initiatives.
- Recognized as Employee of the Year in 2020 for outstanding performance in last mile operations.
- Successfully managed a project that improved customer satisfaction ratings by 40% within one year.

## LANGUAGES

English   Spanish   French