MA

MICHAEL ANDERSON

E-COMMERCE TRAVEL MANAGER

CONTACT

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- 📍 San Francisco, CA

SKILLS

- E-commerce
- Customer Service
- Project Management
- Data Analysis
- Marketing Strategy
- CRM Systems

LANGUAGES

- English
- Spanish
- French

EDUCATION

BACHELOR OF SCIENCE IN BUSINESS ADMINISTRATION - UNIVERSITY OF FLORIDA

ACHIEVEMENTS

- Increased customer satisfaction ratings from 75% to 90% within one year.
- Successfully reduced operational costs by 15% through process optimization.
- Recognized as 'Employee of the Year' for exceptional performance in 2021.

PROFILE

Dynamic Online Travel Executive with an extensive background in e-commerce and customer service management within the travel industry. Expertise in utilizing technology to enhance user experiences and streamline operations, leading to significant improvements in customer satisfaction ratings. Exceptionally skilled in project management, overseeing cross-functional teams to deliver high-quality travel solutions on time and within budget.

EXPERIENCE

E-COMMERCE TRAVEL MANAGER

TravelHub

2016 - Present

- Oversaw e-commerce operations, achieving a 20% increase in online bookings.
- Facilitated partnerships with technology vendors to enhance booking systems.
- Led customer service training initiatives, improving satisfaction scores.
- Implemented CRM systems to better track customer interactions.
- Monitored website performance metrics to inform strategic adjustments.
- Developed promotional campaigns that increased repeat customer rates by 15%.

CUSTOMER EXPERIENCE COORDINATOR

Wanderlust Travels

2014 - 2016

- Enhanced customer support processes, reducing response time by 50%.
- Initiated feedback collection programs that informed service improvements.
- Trained staff on best practices in customer engagement.
- Analyzed customer feedback to identify trends and areas for improvement.
- Collaborated with marketing teams to align messaging with customer needs.
- Managed online reputation, increasing positive reviews by 70%.