MICHAEL ANDERSON

Returns Operations Manager

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SUMMARY

Dynamic and results-driven Returns Operations Manager with over eight years of experience in optimizing supply chain processes and enhancing customer satisfaction. Proven track record in developing and implementing strategic initiatives that reduce costs and improve operational efficiency. Expertise in analyzing data to identify trends, driving process improvements, and fostering strong relationships with cross-functional teams.

WORK EXPERIENCE

Returns Operations Manager Global Retail Solutions   *Jan 2023 - Present*

- Directed the returns process for over 500,000 units annually, achieving a 20% reduction in processing time.
- Implemented a new inventory management system that enhanced accuracy by 30%.
- Collaborated with IT to develop automated reporting tools, improving data visibility.
- Trained and mentored a team of 15 return specialists, leading to a 25% increase in team productivity.
- Analyzed customer feedback to refine return policies, resulting in a 15% improvement in customer satisfaction scores.
- Negotiated with third-party logistics providers, reducing shipping costs by 10%.

Returns Coordinator E-Commerce Innovations   *Jan 2020 - Dec 2022*

- Managed the daily operations of the returns department, processing an average of 1,000 returns per week.
- Developed training materials for new hires, enhancing onboarding efficiency.
- Monitored key performance indicators to assess team performance and identify areas for improvement.
- Established relationships with vendors to streamline return shipments, improving turnaround times.
- Conducted root cause analysis on return trends, leading to actionable insights for product teams.
- Facilitated regular meetings with cross-functional teams to enhance communication and collaboration.

EDUCATION

Bachelor of Science in Supply Chain Management, University of Michigan   *Sep 2019 - Oct 2020*

ADDITIONAL INFORMATION

- **Technical Skills:** Supply Chain Optimization, Data Analysis, Team Leadership, Process Improvement, Customer Service, Inventory Management
- **Awards/Activities:** Reduced return processing time by 20%, significantly enhancing customer experience.
- **Awards/Activities:** Recognized as Employee of the Year for exceptional contributions to operational efficiency.
- **Awards/Activities:** Successfully led a project that integrated returns management software, resulting in a 30% reduction in manual tasks.
- **Languages:** English, Spanish, French