MA

MICHAEL ANDERSON

RETURNS OPERATIONS MANAGER

CONTACT

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📍 San Francisco, CA

SKILLS

- Logistics Management
- Returns Strategy
- Predictive Analytics
- Compliance
- Training Development
- Performance Metrics

LANGUAGES

- English
- Spanish
- French

EDUCATION

MASTER OF BUSINESS ADMINISTRATION, LOGISTICS MANAGEMENT, NEW YORK UNIVERSITY

ACHIEVEMENTS

- Achieved a 30% reduction in return rates through strategic process improvements.
- Received the Leadership Excellence Award for outstanding team management.
- Successfully launched a new returns tracking system that increased operational efficiency by 40%.

PROFILE

Accomplished Returns Operations Manager with over ten years of extensive experience in logistics and supply chain management. Expertise in designing and implementing returns strategies that align with corporate objectives, driving improvements in both efficiency and customer satisfaction. Recognized for leveraging analytical skills to develop insights that inform business decisions and enhance operational processes.

EXPERIENCE

RETURNS OPERATIONS MANAGER

Tech Retail Group

2016 - Present

- Oversaw the returns logistics for a $200M product line, achieving a 30% decrease in return rates.
- Implemented a comprehensive training program for returns staff, enhancing customer service skills.
- Utilized predictive analytics to forecast return trends, optimizing inventory levels accordingly.
- Collaborated with marketing to develop targeted campaigns aimed at reducing return rates.
- Established performance metrics that improved turnaround times by 25%.
- Conducted quarterly audits of the returns process, ensuring compliance with corporate policies.

RETURNS ANALYST

Consumer Goods Corporation

2014 - 2016

- Analyzed return data to identify patterns and recommend process enhancements.
- Supported the development of a new returns management system, improving tracking accuracy.
- Assisted in the creation of customer feedback loops to inform product development.
- Facilitated training sessions on return policies for customer service representatives.
- Collaborated with supply chain teams to streamline reverse logistics processes.
- Generated monthly reports for senior management, outlining performance and improvement areas.