



Michael ANDERSON

REVERSE LOGISTICS OPERATIONS MANAGER

CONTACT

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SKILLS

- Operational Management
- Data Analysis
- Technology Implementation
- Customer Satisfaction
- Budget Management
- Team Training

LANGUAGES

- English
- Spanish
- French

EDUCATION

BACHELOR OF SCIENCE IN BUSINESS ADMINISTRATION, MAJOR IN LOGISTICS, UNIVERSITY OF SUPPLY CHAIN

ACHIEVEMENTS

- Achieved a 35% reduction in return processing costs through innovative solutions.
- Developed a customer satisfaction program that increased retention by 20%.
- Recognized for excellence in logistics management with a company-wide award.

WORK EXPERIENCE

REVERSE LOGISTICS OPERATIONS MANAGER

Dynamic Retail Solutions

2020 - 2025

- Managed end-to-end reverse logistics operations, ensuring compliance and efficiency.
- Implemented technology solutions that reduced return processing time by 25%.
- Developed a comprehensive training program for logistics staff focused on efficiency.
- Analyzed customer feedback to improve return experiences and processes.
- Collaborated with finance to develop budgets for reverse logistics initiatives.
- Oversaw the evaluation and selection of reverse logistics service providers.

LOGISTICS MANAGER

Consumer Goods Corp

2015 - 2020

- Directed logistics operations with a focus on return processes and vendor management.
- Implemented best practices for reverse logistics to enhance customer satisfaction.
- Analyzed operational data to identify areas for improvement in return logistics.
- Managed relationships with third-party logistics providers for return shipping.
- Conducted training workshops on return logistics best practices.
- Prepared reports on return metrics for senior management review.