MICHAEL ANDERSON

Reverse Logistics Operations Supervisor

CONTACT

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EDUCATION

Master of Science in Supply Chain Management

University of Logistics
2016-2020

SKILLS

- Supply Chain Management
- Data Analysis
- Process Optimization
- Compliance Management
- Team Supervision
- Vendor Relations

LANGUAGES

- English
- Spanish
- French

Seasoned Reverse Logistics Manager with a deep-rooted understanding of supply chain intricacies and a focus on optimizing reverse logistics operations. Proven expertise in managing return processes that enhance customer satisfaction while minimizing costs. Skilled in leveraging technology and data analytics to drive informed decision-making and operational enhancements. Demonstrated success in leading teams and fostering a culture of collaboration and innovation.

WORK EXPERIENCE

Reverse Logistics Operations Supervisor   2020-2023

Global Supply Chain Partners

- Supervised the reverse logistics department, ensuring compliance and operational efficiency.
- Implemented new software solutions that decreased processing time by 15%.
- Developed metrics to track and report on return logistics performance.
- Conducted training sessions to ensure staff adherence to best practices.
- Collaborated with vendors to enhance return logistics processes.
- Analyzed return trends to inform strategic decision-making.

Logistics Analyst   2019-2020

Consumer Electronics Corp

- Provided analytical support for reverse logistics operations focusing on returns.
- Developed reports that highlighted key performance indicators for management.
- Worked with cross-functional teams to address return process inefficiencies.
- Supported the development of return policies in collaboration with stakeholders.
- Analyzed customer feedback to drive improvements in return logistics.
- Coordinated with logistics partners to optimize return shipping processes.

ACHIEVEMENTS

- Reduced return processing costs by 22% through strategic operational changes.
- Implemented a new return tracking system that improved data accuracy by 30%.
- Awarded 'Outstanding Performance' for exemplary leadership in logistics management.