



MICHAEL ANDERSON

Shipping Coordinator

Results-driven Shipping Coordinator with a strong focus on customer service and operational excellence. Comprehensive experience in managing shipping logistics, ensuring timely deliveries, and maintaining high levels of client satisfaction. Adept at coordinating with various stakeholders to ensure smooth shipping operations. Proven ability to identify and implement process improvements that enhance efficiency and reduce costs.

CONTACT

- (555) 234-5678
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- San Francisco, CA

EDUCATION

Bachelor of Science in Business Logistics

University of Washington
2018

SKILLS

- customer service
- operational excellence
- logistics management
- problem-solving
- team collaboration
- data management

LANGUAGES

- English
- Spanish
- French

WORK EXPERIENCE

Shipping Coordinator

2020-2023

Client First Logistics

- Managed the end-to-end shipping process for over 150 clients.
- Ensured timely deliveries through effective route planning and coordination.
- Collaborated with customer service teams to resolve shipping inquiries.
- Conducted regular reviews of shipping performance metrics.
- Implemented customer feedback initiatives to improve service quality.
- Trained team members on customer service excellence in shipping operations.

Shipping Assistant

2019-2020

Reliable Shipping Co.

- Supported shipping operations through data entry and documentation.
- Assisted in the coordination of shipments and inventory management.
- Maintained shipping records and updated databases.
- Resolved minor discrepancies in shipping documentation.
- Collaborated with warehouse teams to ensure accurate order fulfillment.
- Participated in training sessions to enhance operational knowledge.

ACHIEVEMENTS

- Achieved a customer satisfaction rating of over 95% in shipping services.
- Recognized for outstanding contributions to team performance.
- Developed a new client onboarding process that reduced setup time by 20%.