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SKILLS

- operational excellence
- training design
- team empowerment
- performance management
- safety training
- Lean Six Sigma

EDUCATION

**BACHELOR OF SCIENCE IN BUSINESS
ADMINISTRATION, UNIVERSITY OF TEXAS**

LANGUAGE

- English
- Spanish
- German

ACHIEVEMENTS

- Achieved a 20% increase in team productivity through targeted training.
- Recognized for excellence in training delivery by senior leadership.
- Successfully implemented a coaching program that improved employee satisfaction scores.

Michael Anderson

OPERATIONAL EXCELLENCE INSTRUCTOR

Dedicated Warehouse Instructor with a focus on operational excellence and employee empowerment. Expertise in crafting training programs that cultivate a high-performance culture within warehouse operations. Well-versed in adult learning principles and capable of customizing training sessions to meet diverse learning needs. Proven ability to lead teams towards achieving key performance indicators while ensuring safety and compliance.

EXPERIENCE

OPERATIONAL EXCELLENCE INSTRUCTOR

Elite Distribution Services

2016 - Present

- Designed training programs focused on Lean Six Sigma methodologies.
- Facilitated team-building workshops to enhance collaboration.
- Monitored training outcomes and adjusted programs based on feedback.
- Implemented performance improvement initiatives that increased productivity by 15%.
- Conducted safety training sessions that resulted in zero incidents over 12 months.
- Trained supervisors on effective coaching techniques and performance management.

WAREHOUSE TEAM LEADER

United Freight Solutions

2014 - 2016

- Led a team of 25 in achieving daily operational targets.
- Implemented training programs that improved team efficiency.
- Conducted regular performance reviews and provided constructive feedback.
- Collaborated with management to develop operational strategies.
- Ensured compliance with safety regulations in all training sessions.
- Facilitated workshops on effective communication and teamwork.