



Cameron Malfara

Senior Team Lead

CONTACT



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LinkedIn | Portfolio



San Diego, CA

KEY SKILLS

- Customs brokerage
- Inventory management (Oracle NetSuite)
- Employee performance analytics
- Mentorship
- Workflow optimization (Power Automate)

EDUCATION

B.S. Business Administration

San Diego State University, San Diego, CA
June 2025

ABOUT ME

Operational professional with over eight years in shipping and logistics and three years in a leadership position. Known for optimizing store performance, enhancing customer satisfaction, and driving revenue growth. Passionate about team leadership and process improvement.

PROFESSIONAL EXPERIENCE

Senior Team Lead | June 2021 - Present

FedEx Store, San Diego, CA

- Coordinate daily operations for a high-volume FedEx Office location, contributing to \$1.5 million in annual revenue on a team of 12 associates
- Own targeted outreach to local businesses, increasing B2B shipping revenue by 35%
- Reduced average wait times by seven minutes and improved satisfaction scores by 22% with a new queue management system
- Collaborated with the team to rank second out of 45 locations in the region for FedEx Ground package volume growth (150 → 225 daily shipments)

Customer Service Representative | April 2015 - May 2021

UPS Store, San Clemente, CA

- Processed an average of 125 daily domestic and international shipments with 100% accuracy in customs documentation
- Trained 15 new hires on UPS WorldShip and CampusShip platforms
- Onboarded 50 small businesses into UPS Digital Mailbox, adding \$2,500/month in recurring revenue
- Managed 1,000+ "Letters to Santa" during UPS's "Wishes Delivered" campaign

CERTIFICATIONS

- OSHA 30-Hour General Industry Certification | January 2021