

EF

CONTACT



(123) 456-7890



email@example.com



LinkedIn | Portfolio



Seattle, WA

KEY SKILLS

- Fulfillment Strategy
- Returns Management
- AI-Chatbots
- Error Reduction
- High-Volume Sales

EDUCATION

- B.S. IN MARKETING | UNIVERSITY OF WASHINGTON, SEATTLE, WA | MAY 2015

Eugene Foster

E-Commerce Operations Manager

E-commerce operations manager with 5 years at top online retailers. Expert in fulfillment strategy, returns management, and customer experience. Improved order-to-delivery times by 30% and reduced returns processing cost by 18%.

PROFESSIONAL EXPERIENCE

E-COMMERCE OPERATIONS MANAGER | SHOPFAST.COM, SEATTLE, WA | MAY 2017 - PRESENT

- Optimized 2-day fulfillment network, reducing delivery times by 30%.
- Overhauled returns process, cutting processing costs by 18%.
- Integrated AI-driven chatbots, improving customer-service response rates by 25%.

E-COMMERCE COORDINATOR | SHOPFAST.COM, SEATTLE, WA | JUNE 2015 - APRIL 2017

- Managed order-management system, reducing order errors from 3% to 0.5%.
- Coordinated flash-sale logistics, supporting 50K orders in 24 hours.