Michael Iwalaiye

Michael.iwalaiye@harrods.com

14 Hartslock Drive

SE2 9UR

London

**PROFILE**

A motivated, enthusiastic and reliable individual with professional and industrial experience in Operations management, Customer success management and customer service seeking a position in an environment that reflects my experience, leadership principles, skills and personal attributes. Great level of bias for action to take on responsibility within and outside of the normal scope of work to deliver results at the highest standards.

**EXPERIENCE**

**Amazon Logistics (AMZL) October 2019 – Till June 2023 (Shift/ Area Manager)**

**Work experience ranging from Level 1, Level 3, Level 4 and Level 5 roles within a period of 3 years.**

* Deep diving all quality and performance metrics (e.g. First Day delivery Success %) within the business to identify outliers for defects and implementing corrective actions to improve performance and service to customers. Problem-solving skills to tackle customer service and operational issues. Real time hourly tracking and monitoring of on-road deliveries daily through the use of Cortex tracking tool.
* Process management and improvement: Part of a pioneer team involved in the launching and operation of a new Amazon Logistics delivery station based in the South Region of London servicing over 100,000 customers weekly with an average of 120,000 next day shipments delivered. Ranked by the business as 13th in the world and 1st in the United Kingdom. Actively contributed to the launch of a sub same day service in this location providing early morning same day deliveries to 1,500 customers daily in the SE, BR, DA postcodes of London.
* B-2-B: Liaising with and managing 3PL courier companies to track and manage performance using methods such as a weekly DSP (delivery Service Partner) roundtables as well as a scorecard system with huge incentives for top performance.
* Customer Service: Using problem solving skills to Support the DSL (Delivery Service Liaison) with attending to any customer queries or failed deliveries and ensuring all deliveries are connected to the customers as per the required SLA’s.

**Harrods June 2023 – November 2023 (Distribution Manager Band 4)**

* Responsible for the successful launch of a brand-new night operation in Harrods Dispatch to support the expansion of the By Appointment (VIP) service in the penthouse of the building.
* Overseeing and managing packing and dispatch processes of high value Clothing, Jewellery, artefacts and homeware ensuring SLAS’ are met for all export locations.
* People Management, Rota and Staff Planning for busy weekends, supporting with interviews.
* Improved export SLAs’ through the launch of the night operation by almost 2 days less which led to a further demand in export orders from the shop floor.

**EDUCATION: Redeemers University, Osun State, Nigeria - B.s.c Transport Management 2013-2017** (Second class upper)

**Certifications: Product Management Basics Certification (November 2023), Web flow 101 Certification (November 2023)**

**SKILLS: C**RM knowledge **(Knowledge of salesforce tool)** , Web development and design knowledge, Product management, Ability to work efficiently under pressure and produce results, Leadership, technical knowledge and presentation skills, Knowledge of GDPR rules, People Management skills, customer service skills, frugality.