

Cameron Malfara

SENIOR TEAM LEAD

Profile

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

June 2021 – present

Senior Team Lead
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 business-to-business (B2B) shipping revenue by 35%
- Reduced average wait times by seven minutes and improved satisfaction scores by 22% with the implementation of new queue management system
- Collaborated with team to rank second out of 45 locations in the region for FedEx Ground package volume growth from 150 daily shipments to 225

April 2015 – May 2021

Customer Service Representative
UPS Store | San Clemente, CA

- Processed an average of 125 daily domestic and international shipments while maintaining 100% accuracy in customs documentation
- Trained 15 new hires on UPS WorldShip software and UPS CampusShip platform
- Onboarded 50 small businesses into the UPS Digital Mailbox service, which increased monthly recurring revenue by \$2,500
- Collected and processed over 1,000 letters to Santa in a two-week period in coordination with UPS's annual "Wishes Delivered" campaign

Key Skills

- Customs brokerage procedures
- Data-driven inventory management (Oracle NetSuite)
- Employee performance analytics (Workday Human Capital Management)
- Mentorship and talent identification
- Workflow optimization (Microsoft Power Automate)

Education

Expected: June 2025

Bachelor of Science (B.S.) Business Administration
San Diego State University | San Diego, CA

Certifications

- Occupational Safety and Health Administration (OSHA) 30-Hour General Industry Certification | U.S. Department of Labor | 2021