

Cameron Malfara

Entry-Level Management

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.

 San Diego, CA 12345

 (123) 456-7890

 email@example.com

 LinkedIn | Portfolio

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)

CERTIFICATIONS

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

PROFESSIONAL EXPERIENCE

SENIOR TEAM LEAD | FEDEX STORE, SAN DIEGO, CA JUNE 2021 – PRESENT

- 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

CUSTOMER SERVICE REPRESENTATIVE | UPS STORE, SAN CLEMENTE, CA APRIL 2015 – MAY 2021

- 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

EDUCATION

- Bachelor of Science (B.S.) Business Administration
San Diego State University, San Diego, CA | June 2025