

Eric H. Anders

Accomplished service sector executive experienced in systems development for transportation and equipment management, strategic and budgetary planning, distribution, employee training and development programs, and improved customer service for intangible goods.

MANAGEMENT PROFILE

Functional Strengths	Superior ability to recognize, evaluate and deploy cross functional internal and external manpower and equipment resources to meet business service objectives. Strong expertise in transportation, logistics and warehouse management gained in high-volume, transaction-intensive environments.
Leadership Abilities	Analytical, results-oriented leader with track record of leveraging technology and quality management principles to streamline operations.
Personal Qualities	Skilled negotiator with ability to apply broad-based industry knowledge, planning abilities, and service resources to optimize results. Thrives in dynamically changing environments requiring focused, experienced decision making.
Additional Attributes	Excellent oral and written communication skills, innovative problem solver; inventor, critical change agent and skilled team leader who is adept at fostering winning, customer-focused service mentality. Skilled in targeted selection behavior-based employee interviewing system.

PROFESSIONAL EXPERIENCE

Freelance Web Content Writer/Editor

Write, produce, format, and publish daily web content at multiple blogs, specialized niche virtual communities, and national media publications that focus on domestic and international moving and relocation industry challenges and global mobility and expat related issues.

- Active participant in professional social media communities ([LinkedIn](#), [Facebook](#), [Twitter](#), etc.)
- Maintain growing network of dedicated domestic and international RSS, Atom and Email subscribers
- [Guest blogger](#) ; web designer/developer
- Small business consultant

RELO Roundtable ... a gathering place (Year-to-year Comparison)

	Feb 1, 2012 - Jan 31, 2011	Feb 1, 2011 - Jan 31, 2010	% Chg
Visits	33,832	14,281	(+136.90%)
Pageviews	65,514	39,580	(+60.47%)
Pages/Visit	1.88	2.77	(-32.26%)
Bounce Rate	65.70%	26.16%	(+151.12%)
Avg. Time on Site	00:02:25	00:02:45	(-11.94%)
% New Visits	77.05%	78.05%	(+1.28%)



Stevens Worldwide Van Lines, Inc. - Vice President, Operations

Direct all domestic operations for this \$100M supplier of premium household goods moving services with 10 corporate-owned offices, and 400 domestic agents, reporting directly to company President. Doubled annual transportation revenues by expanding commercial agent service capabilities, increasing manpower and equipment resources, capturing new markets and negotiating supplier contracts that produced a 20% purchased transportation savings over a five year period. Seasoned business acumen has resulted in successfully expanding sales efforts from traditional interstate household goods relocation products to commercial, office and industrial, cryogenic material and special product transportation.

- Increased inter- and intrastate linehaul volume from \$35M to \$70M over a nine year period.
- Facilitated ISO 9001:2000 certification. Met or exceeded operational quality service objectives each year since inception by maintaining and implementing process controls and compliance requirements.
- Involved in the system development and Phase 1 testing of the proposed military procurement program, Families First, now known as the Defense Personal Property System, DPS.
- Increased automation of process functions to improve customer service, increase efficiency, and accelerate flow of information between operations to other departments and customers.
- Operational liaison between domestic and international sales, finance, and operation groups.

Unigroup, Inc. - Director of Operations

Responsible for start-up of Mayflower's operations at Unigroup's new corporate campus in Missouri. Ensured I.T. system integration to parent's mainframe applications, designed new employee training and development programs, installed GPS functionality to primary fleet and resolved transition related issues.

- Directed the transition of organizational structure from one corporate controlled environment to a decentralized, agency owned system.
- Retained and maintained confidence of independent agent, owner-operator and vendor networks in new business environment.
- Improved equipment utilization by pioneering national cross representation of Unigroup relocation products and services.

Mayflower Transit, Inc. - Operations Manager

Reengineered operations department and developed business model to use individual order characteristics to determine transportation method at this \$250M household goods and special products motor carrier. Negotiated multimodal service requirements and pricing with dedicated, third-party service vendors.

- Reduced pick-n-hold rate incidence by 53% and improved peak season on-time service by 11.4%
- Cross-trained and developed Unigroup operations managers
- Invented PowerPak corrugated liftvan container to transport household goods.
- Increased transportation revenue \$143K by interlining with other HHG agents and van lines and approved DOD carriers.

American Red Ball Transit Company - Planning Manager

Directed and coordinated all household goods and specialized transportation functions, including maintenance of service requirements, enhancing driver productivity and development of alternative transportation service methods.

Created intermodal capacity program to reduce problems with demographic imbalances.

- Developed computerized dispatch system.

EDUCATION

BA, Psychology - Towson University, Towson, MD

A strong, people oriented leader who sets high professional standards and strives to develop strong loyalties and respect from others while effectively working throughout the organization.

A copy of a complete CV, Executive Core Qualifications (ECQs), and professional references are available upon request

Updated February 1, 2012