

Michael Keating

832 260 8193 | mkeating@tamu.edu

<https://www.linkedin.com/in/michael-keating-3b7620206/>

EDUCATION

Texas A&M University College Station, Texas
Master of Business Administration
May 2028

Texas A&M University Commerce Commerce, Texas
Master of Business Analytics
GPA: 3.7/4.0
May 2022

University of San Diego San Diego, California
Bachelor of Business Administration
GPA: 3.0/4.0
December 2021

EXPERIENCE

Aries Worldwide Logistics Houston, Texas
Account Manager, Client Success Group
November 2023 – May 2026

- Coordinated and assisted customers with their logistics needs and questions to provide the best possible customer service.
- Oversaw a range of 50 to 100 accounts from small to larger companies.
- Resolved customer logistics requests and addressed delivery concerns to support timely shipments and improve customer satisfaction.
- Strengthened relationships with my top customer Turbo Drill Industries by resolving shipments issues and responding to account inquiries, contributing to a 20% increase in sales from previous year.
- Continued to expand operational knowledge to accurately assist with more challenging and complex shipments.

LEADERSHIP & INVOLVEMENT

Texas A&M University Commerce Commerce, Texas
Student-Athlete
January 2022 – December 2022

- Helped contribute as a veteran leader including mentoring younger players and helping establish team culture in the school's first season as a Division I program.
- Led and supported the tight end position group which included four inexperienced younger players.

University of San Diego San Diego, California
Student-Athlete
August 2016 – January 2021

- Contributed to two conference championships through consistent collaboration, preparation, and commitment to shared goals.
- Mentored younger players on preparation, strategy, and team expectations to support player development and strengthen team culture.

SKILLS, ACTIVITIES & INTERESTS

Languages: Conversational proficiency in Spanish

Technical Skills: Microsoft Office, Tableau

Certifications & Training: Six Sigma Green Belt

Interests: Physical fitness, cultural exploration, travel, and learning about global cultures and customs.