

JODY BODE

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Experience

McClure-Kirlin

Phoenix, AZ || Bpo Manager || 03/2020 – present

- Best practice alignment between BPOs
- Strategic partner management
- Efficient cost management
- Efficient resource management (Capacity planning & Workforce management)
- Collaborate with IH departments to drive initiatives & improve customer experience
- Lead and grow the BPO Management team
- Work with regional to benchmark BPO partner and align on the workforce planning

Gleichner-Morar

Phoenix, AZ || Bpo Manager || 04/2016 – 11/2019

- Implement a training and communications strategy for CIO
- Drive CIO system strategy including design, implementation, and testing. Work closely with the core teams to identify additional functionalities and coordinate testing and roll out
- Ensure AP & CEMEA system requirements are correctly designed and prioritized. Work with team leads to identify time savings, maintain prioritization listing and communication to global
- Improve operational processes and enable automation to ensure efficient use of resources
- Create an Accounting center of Excellence to drive consistent advice to stakeholders

Education

University of Cincinnati

Bachelor's in Business

Skills

- Design and implement self service reporting for Business users and rolling out the required training
- Bachelor's degree in finance, business, accounting, mathematics, economics, statistics or related quantitative field
- Work experience, preferably with an MNC with regional operations
- Lead and manage multiple projects through excellent planning and time management skills
- Cultivate effective relationships and communicate effectively cross-functionally with all levels of management