

# BPO RESUME



## ELIZABETH COOPER

CALL CENTER MANAGER

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### EDUCATION

Masters in Management

2012 - 2014

University of Boston

Bachelor of Arts

2008 - 2012

University of Boston

High School

2004 - 2008

St.ann's High School, Boston

### EXPERTISE

Microsoft Word

Microsoft Powerpoint

Microsoft Excel

Visual Basics

Database

Word Processing

### OTHER SKILLS

Adaptable

Excellent organizational

### OBJECTIVE

I have been working in a business process outsourcing (BPO) industry for 10 years, with my most recent experience being a Call Center Manager at Seven Diamonds Corp. I possess valuable skills such as managerial that I believe make me best suited for the position of Call Center Manager because of my skills being mentioned below.

### EXPERIENCE

Knoah Solutions, 2014 - Present

Call Center Manager

Monitoring and Controlling the routine activities in operations.  
Conducting daily meetings with the assistant manager and discussing about their report statistics

### PERSONAL SKILLS

Some of my interpersonal skills include the following:

1. I am a diligent and responsible worker.
2. I am able to work alongside others harmoniously.
3. I am an efficient team leader as well as an effective team player.
4. I am a great listener and speaker.

### CERTIFICATION

Event Organizational

RCCSP's

May 2015

Call Center Six Sigma Certificate

TP Organization

July 2017

### REFERENCE