

# BPO RESUME

	<p><b>ELIZABETH COOPER</b> CALL CENTER MANAGER</p> <p>8100 234 5678 / 123-4567 ecooper@email.com facebook.com/ecooper</p> <p>12 Elm Street, New York instagram.com/ecooper twitter.com/ecooper</p>
<p><b>EDUCATION</b></p> <p>Masters in Management 2012 - 2014 University of Boston</p> <p>Bachelor of Arts 2008 - 2012 University of Boston</p> <p>High School 2004 - 2008 St.ann's High School, Boston</p> <p><b>EXPERTISE</b></p> <p>Microsoft Word</p> <p>Microsoft Powerpoint</p> <p>Microsoft Excel</p> <p>Visual Basics</p> <p>Database</p> <p>Word Processing</p> <p><b>OTHER SKILLS</b></p> <p>Adaptable Excellent organizational</p>	<p><b>OBJECTIVE</b></p> <p>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.</p> <p><b>EXPERIENCE</b></p> <p>Knoah Solutions, 2014 - Present Call Center Manager</p> <p>Monitoring and Controlling the routine activities in operations. Conducting daily meetings with the assistant manager and discussing about their report statistics</p> <p><b>PERSONAL SKILLS</b></p> <p>Some of my interpersonal skills include the following:</p> <ol style="list-style-type: none"><li>1. I am a diligent and responsible worker.</li><li>2. I am able to work alongside others harmoniously.</li><li>3. I am an efficient team leader as well as an effective team player.</li><li>4. I am a great listener and speaker.</li></ol> <p><b>CERTIFICATION</b></p> <p>Event Organizational RCCSP's May 2015</p> <p>Call Center Six Sigma Certificate TP Organization July 2017</p> <p><b>REFERENCE</b></p>