

Assistant Manager BPO

ROBERT SMITH

Phone: (123) 456 78 99
Email: info@qwikresume.com
Website: www.qwikresume.com
LinkedIn:
[linkedin.com/qwikresume](https://www.linkedin.com/qwikresume)
Address: 1737 Marshville Road,
Alabama.

Objective

As an Assistant Manager BPO, assisted the team in leveraging provided tools and fully utilized reporting tools to increase accuracy and throughput, facilitated the review of standard systems and future programs to drive continuous improvement and drive efficiency.

Skills

Team Leadership, Communication.

Work Experience

Assistant Manager BPO

Delta Corporation - 2004 - 2004

- Ensured timely research and resolution of production support issues, investigated and resolved technical failures raised by Super Users.
- Troubleshooted and resolved issues including errors, enhancements, and improvements related to SAP and other system issues.
- Built strong relationships with business partners, required frequent travel between the sites with occasional overnight stays.
- Conducted training sessions with end users on the SAP Plant, and ensured timely research and resolution of production support issues.
- Maintenance applications and functionality as well as Materials Management and Warehouse Management related integration points.
- Communicated both verbally and in writing across all levels of the organization.
- Maintained and administered process improvements with a full understanding of detailed business and systems processes that interact with the businesses.

Assistant Manager BPO

Delta Corporation - 2000 - 2000

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