

ABBEY BECKER

4816 Hyman Villages, Los Angeles, CA

PHONE

+1 (555) 250 0282

EXPERIENCE

Cassin-Farrell

Los Angeles, CA // Bpo Manager // 07/2019 – present

- Discuss operational issues and Critical to Quality (CTQ) delivery
- Attend customer calls and meetings, proactively flag issues and prevent surprises
- Anticipate & plan for new business & get involved in hiring
- Proactively identify opportunities for additional business with customer
- Prepare and report process performance metrics to stakeholders
- Participate in management discussions (Governance discussion, Management forums with customer)
- Identify better ways to deliver anticipated customer needs or to deliver existing services that target customers value

Sanford LLC

Los Angeles, CA // Bpo Manager // 01/2014 – 05/2019

- Effective utilization of resources Prepare for infrastructure and other growth related requirements
- Provide guidance and mentorship to team
- Drive knowledge management and continuous up skilling of the team
- Conduct performance appraisals for team members
- Identify training needs for direct reports and ensure domain/developmental trainings needs are met
- Manage attrition through skip level meetings, planning interventions, engagement calendars
- Deliver communication received from senior management to the team members through town halls, team meetings

EDUCATION

Otis College of Art and Design

Bachelor's in Business

SKILLS

- Hands-on-management of day-to-day operations
- Lead, participate and support projects and initiatives including transforming existing communication channels
- Exceptional thought leadership, growth mindset and analytics skill to create strategic direction for re-engineering and process improvement opportunities
- Clear and strong governance with agile mindset whilst compliance of SOPs, company and regulatory guidelines/policies
- Leading regular operational performance review meetings with business to feedback on performance and discuss continuous improvement opportunities