

CHARLOTT GERLACH

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PHONE

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EXPERIENCE

PAGAC INC

San Francisco, CA // *Bpo Manager*

12/2018 – present

- Ensure team is effectively staffed to meet client SLA's
- Strong leadership skills, excellent judgment, a strong sense of ownership and problem-solving abilities
- Very strong at performance management and planning
- Structured work, focused on process, details and quality
- Solid, detail-oriented documentation skills
- Experience in customer service systems development and deployment
- Enthusiastic leader with skill and experience creating an energetic and high performing sales culture

KIRLIN-MACEJKOVIC

San Francisco, CA // *Bpo Manager*

05/2013 – 06/2018

- Can build presentations appropriate for executive audiences and present the story behind the data
- A strong collaborator and influencer in cross functional and interdependent teams
- Challenges the status quo to identify areas for improvement, efficiency and effectiveness
- An impressive track record of closing sales, winning clients, and managing a territory, stellar presentation skills to C-suite level executives
- Track record of over-achieving quota while managing a complex sales process
- Demonstration of successful internal and external partnership in past sales roles

EDUCATION

MASSACHUSETTS COLLEGE OF ART

Bachelor's in Business

SKILLS

- Drive Best Practices and implement the same between the projects
- Strong Leadership skills & result orientation
- Strong Program Management & Project Management skills
- Effective collaboration skills with peers, stakeholders and partners across & outside the organization
- 20+ experience in Accounting/Finance transformation within international context
- Proven working experience as transactional accounting
- Deep knowledge of SAP FICO
- Knowledge and understanding of statutory financial reporting requirements