

BPO Manager

ROBERT SMITH

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Objective

As a BPO Manager, planned process control parameters and ensured follow-up on execution, provided input based on VOC, VOP, or best practices to the value stream manager, and maintained of process library. Ensured that all processes and SOPs were mapped and maintained in accordance with the established CB standards.

Skills

Client Relationship Management, Strategic Thinking.

Work Experience

BPO Manager

Delta Corporation - 2003 - 2002

- Ensured effective change management of key change initiatives by VSM, process owners, and Country stakeholders – ensured stakeholder involvement and buy-in to changes.
- Identified, and maintained library and simplified exceptions across countries, processes, and customer segments.
- Supported countries, GSCs, and other stakeholders on operational issues and process-related queries.
- Maintained and provided the framework for transformation and for continuous improvement plan on the process.
- Maintained the effectiveness of systems and solutions to ensure performance levels were sustained.
- Demonstrated a successful track record of achievements in an OTC or Credit Management function in a global organization.
- Developed and supported alignment within the global OTC organization, and maximized the efficiency of the service providers, people, locations, ERP systems, and processes.

BPO Manager

Delta Corporation - 2000 - 2000

- Ensured effective change management of key change initiatives by VSM, process owners, and Country stakeholders – eg ensure stakeholder involvement and buy-in to changes.
- Identified, and maintained library and simplified exceptions across countries, processes, and customer segments.
- Supported countries, GSCs, and other stakeholders on operational issues and process-related queries.
- Maintained and provided the framework for transformation and for continuous improvement plan on the process.
- Maintained the effectiveness of systems and solutions to ensure performance levels were sustained.
- Demonstrated a successful track record of achievements in an OTC or Credit Management function in a global organization. Project Managed implementation of Collection or other OTC tools.