

LLOYD LOWE

68956 WAELECHI DAM, SAN FRANCISCO, CA

PHONE

+1 (555) 459 7823

EXPERIENCE

Wilkinson, Aufderhar and Harvey

San Francisco, CA // Bpo Manager // 10/2017 – present

- Must have a good understanding of Source 2 Pay & Travel 2 Expense operations, processes & tools; Good understanding of Customer Invoicing 2 Cash & Accounts to Report processes & operations as
- Manage Business Process Outsourcing (BPO)/Shared Services Vendor day to day activities, including monitoring and reporting metrics such as productivity and quality, resolving service issues and escalating as necessary
- Monitor daily workflow and volume, while ensuring Vendor is maintaining department service levels and standards
- Monitor phone calls, chats, emails for quality and coaching opportunities

Padberg, Lockman and Labadie

San Francisco, CA // Bpo Manager // 01/2012 – 08/2017

- Provide excellent customer service to suppliers and internal stakeholders by resolving questions and issues quickly and accurately
 - Manage through data and utilize internal KPIs to drive performance
 - Partner with business stakeholders and participate in Daily/Weekly/Monthly mechanisms - Understand day to day activities and challenges and represented the Vendor as an integral part of the business
 - Creative problem-solving abilities and expertise in balancing and articulating trade-offs
 - Utilize deep product and industry knowledge while serving as a cross-functional leader
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EDUCATION

Pratt Institute

Bachelor's in Business

SKILLS

- Work experience in outsourced partner operations, ideally in a global -offshore location
- Relevant CS operations work experience with 2 years of multi-tier (managing leaders) people management experience
- The ability to effectively influence and communicate cross-functionally and excellent written and verbal communication skills
- Oversee Tier 1 analyst Tier 1 Leads and serve as technical escalation point
- Provide remote technical support via phone, chat or through the Incident Management System
- Triage and work incoming Service Desk calls, chats, tickets