

Objective

As a BPO Manager, responsible for managing multiple outsourcing projects per year, conducting due diligence analysis, and incorporating findings by creating a project plan and a business case to support the move of each work stream reviewed.

Skills

Compliance, Risk Management.

Work Experience

BPO Manager

Delta Corporation - 2003 - 2003

- Responsible for drafting and reviewing financial statements with key stakeholders for productivity savings for each business case.
- Responsible for identifying process inefficiencies through gap analysis.
- Responsible for mapping process activities to desired outcomes to rectify operational inefficiencies.
- Responsible for recommending operational improvements based on tracking and analysis.
- Responsible for conducting interviews with key business users to collect information on business processes and user requirements.
- Responsible for maintaining a professional, organized, and safe environment for employees and patrons.
- Responsible for resolving staff member conflicts, actively listening to concerns, and finding appropriate middle ground.

BPO Manager

Delta Corporation - 2000 - 2000

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Education