

EXPERIENCE

SENIOR BPO MANAGER

New York, NY

08/2014 – present

- Maintaining a high level of expertise and an awareness of latest developments in modern credit management
- Maintains effectiveness of systems and solutions to ensure performance levels are sustained
- Demonstrates a successful track record of achievements in a OTC or Credit Management function in a global organization
- Optimize and further role out of credit management tools within Company
- Project Manages implementation of Collection or other OTC tools
- Develop / support alignment within the global OTC organisation
- Maximise the efficiency of the service providers, people, locations, ERP systems, processes

BPO MANAGER, SHIPMENT MANAGEMENT

New York, NY

06/2012 – 06/2014

- Explore process & performance synergies between SCL, MCC, Seago and Maersk Line
- Ensure compliance to governing strategies of Maersk Line as well as to the overall strategic goals from value stream managers
- Regular performance reviews of the process steps and establish improvement plans. Plan process control parameters and ensure follow-up on execution
- Providing input to based on VOC, VOP or best practices to the value stream manager and maintenance of process library. Ensure that all process and SOPs are mapped and maintained in accordance with the established CB standards
- Ensure effective change management of key change initiatives by VSM, process owners and Country stakeholders – eg ensure stakeholder involvement and buy-in to changes
- Identify, maintain library and simplify exceptions across countries, processes, and customer segments. Support countries, GSCs and other stakeholders on operational issues and process related queries
- Maintain and provide framework for transformation and for continuous improvement plan on process

BPO MANAGER

Dallas, TX

07/2007 – 05/2012

- 5) Responsible for defining key performance indicators (KPI's) / establishing targets within the processes and reviewing performance at agreed intervals
- Develops, builds and offers innovative services around ATR Process Improvement and management
- Provides Global Finance Transformation management in the areas of integration and/or governance
- Continuously work to improve internal and cross-functional OTC processes
- Take ownership and deliver continuous improvement initiatives, to improve operating OTC models and processes
- Undertakes change management customer engagement activities for transformation projects
- Drive standardization efforts ensuring that processes are globally improved and standardized

EDUCATION

BELMONT UNIVERSITY

Bachelor's Degree

SKILLS

- 5) Good communication skills
- 1) Thorough E2E understanding of Liner Operations & Intermodal processes including technology interface
- 3) Change management skills
- 4) Creative thinking and persuasive mindset
- 2) Transformation mindset
- 6) Cross-cultural understanding
- 7) Conflict resolution skill
- 8) Team player