



ZELMA KOVACEK

472 Tyree Mountains, Dallas, TX  
+1 (555) 678 1287

## EXPERIENCE

03/2018 – present  
Detroit, MI

### CORWIN-WEBER

*Bpo Manager*

- Excellent communication, negotiation, and presentations skills; fluent written and spoken English is mandatory
- Preferably handled BPO and GSI's
- Sales, solutioning, and consulting experience
- MBA degree from a Tier 1 Business School
- Manage Team Leaders/Supervisors to ensure program(s) productivity, quality and customer satisfaction/client performance objectives are met and performed in an efficient manner
- Monitor, track and evaluate team performance based on key performance indicators (KPI's) and provide ongoing feedback to ensure all company standards are met
- Deliver monthly, daily or weekly updates on processes and procedures

02/2014 – 02/2018  
Detroit, MI

### SAUER AND SONS

*Bpo Manager*

- Participates in weekly Manager's Meeting contributing to content by sharing ideas, giving feedback and making suggestions
- Develop all the competencies required in front line managers to have a fully engaged, highly skilled and effective team
- Excellent computer skills and ability to learn new applications quickly
- Own and lead the development and scaling strategy of our CX BPO Vendor partnership
- Build relationships with our internal and external partners to drive performance
- Manage and report on our partners performance focusing on KPI's, SLA's and quality of service

## EDUCATION

### UNIVERSITY OF CINCINNATI

*Bachelor's in Business*

## SKILLS

- Organize and develop agendas for operational meetings regarding team performance, business results and information exchange
- Robust working knowledge of omnichannel contact center operations in a supervisory or managerial capacity
- Thorough knowledge of Vendor/BPO call center relationships from RFP to daily performance management
- Deep understanding of contact center KPIs and key levers for performance measurement and improvement
- Strong project management skills, can manage shifting priorities, handle multiple projects, meet deadlines and adapt to a changing business environment
- Passion for customer service and operational excellence