



WAYNE A GUILLOT

BPO MANAGER

CONTACTS

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waynefoster



CAREER OBJECTIVE

Looking for an opportunity to secure the BPO Manager position with a reputable firm in which to enhance my career and help the company meet its goals.

PROFESSIONAL EXPERIENCE

BPO Manager | 2016 - Present

Accenture

- Managed relationships with Client at both the operations level and with functional peers.
- Ensured efficient utilization of company assets and resources within BPO facility.
- Created and independently validated opportunity-specific economic models and business cases.
- Acted as a single point of contact for all data management center deliverables during the Study Set-up, Conduct and Close-out phases.

BPO Manager | 2014 - 2016

KPMG

- Worked closely with Customer and global delivery team to understand and define the scope of the project release.
- Coordinated to provide support for Data Safety Monitoring Board and all other vendors including Investigator's site and the clients' internal teams.
- Provided sound business rationale for improving the business case for non-qualified opportunities.
- Managed the due diligence, contracting, and negotiations processes.