

BPO Solutions Architect Resume Template

Dwight G. Gaylord

Hudson St., Buffalo, NY

Phone: (718) 909-0991

gaylrod_dg@ycmail.com

Objective

To work as senior BPO Solutions Architect for an outsourcing company.

Summary of Qualification

- 11 years of experience as a solutions architect with the last 5 years in a BPO company.
- Excellent organizational and computational skills
- Excellent verbal and writing communication skills.

Career Experience/Job History

1999 – Present: BPO Solutions Architect, Accenture, NYC

- Work closely with client outsourcer to capture all pertinent information behind the business process including automated systems, policies, decisions support systems, procedures and coordinating requirements with external offices and departments.
- Work with Account Managers in developing the BPO solution prior to presenting to clients for approval.
- Work with overseas Accenture centers to brief BPO mobilization managers to identify local requirements and gather cost information for correct client billing
- Modify and adjust solutions plan according to realities in project management

1999 – 2003: Systems Architect, Dunes Systems Solutions, Ltd.

- Work with programmers, network engineers and clients in defining the technical and functional specification in developing and customizing application systems.