

# BRADLY KOSS

2642 Pacocha Burg, New York, NY

p: +1 (555) 219 7684

## EXPERIENCE

HAYES GROUP San Francisco, CA

Bpo Manager. 04/2018 – present

- Demonstrated ability to analyze problems, probe facts, identify and question assumptions and find creative and effective solutions to meet business goals without comprising customer satisfaction
- Work in a fast paced environment under tight deadlines
- O. Develop and update Global process landscape & Standard Operating Procedures which act as significant source of guidance for the O2C
- Understanding and experience in Finance system implementation projects, hands on experiences on technologies like SAP S4 HANA, Collection tools (Get paid , FSCM), FICA, etc

RUECKER-LUBOWITZ San Francisco, CA

Bpo Manager. 06/2011 – 12/2017

- Graduate /Post Graduate from recognized university. MBA from premiere institute or additional qualifications in working capital space, project management will be added advantage
- Minimum 7-12 years' experience with large, global, multinational organizations
- Have the ability to manage change – understand concepts of change management with demonstrated capabilities
- Ability and experience to interact with multiple vendors for service delivery
- Ability and experience of identifying business improvement ideas and establish Business cases

## EDUCATION

BAYLOR UNIVERSITY Bachelor's in Business

## SKILLS

- Administers policies and guidelines that directly affect teamwork activities
- Establishes deadlines for completing assignments
- Provides direction regarding account policy and procedure updates
- Will serve as a liaison between staff, clients, leadership and various departments within the organization
- Leading team meetings, asking questions to better understand the calls representatives are receiving, educating and coaching team members regarding processes and practices and explain expectations to employees