

WILLY WALSH

391 Kandy Haven, Houston, TX

PHONE

+1 (555) 407 6668

EXPERIENCE

Gutkowski, Lubowitz and Metz

Boston, MA // Bpo Manager // 01/2019 – present

- Review open tickets daily, promptly following up
- Support of Contact Center Technology
- Manage Nice and Samanage reporting
- Administer contact center technology
- 7 months experience working with Active Directory

Howe Inc

Boston, MA // Bpo Manager // 05/2012 – 08/2018

- Use a variety of word processing, spreadsheet, graphics and scheduling tools, and able to gather and convert data into a written narrative
- Experience working in a Service/Help Desk environment
- During the Carve-out, contribute to the definition of the “To-Be” Core Model covering all transactional processes (Procure to Pay, Order to Cash, Account to report) but also Statutory compliance
- Monitor the SLA with BPO. Monitor KPI and review quality of service

EDUCATION

Kent State University

Bachelor's in Business

SKILLS

- During particular transactions or operations; including the reporting of business acquisitions and disposals
- Or within the framework of the tax planning schedules
- Within the upgrade or implementation of new IT tools
- Or within the deployment of group IT tools for new acquired entities
- Ensure compliance with group accounting methods and the best practices