

## DIRECTOR OF OPERATIONS, BPO

### Executive Summary

Results-Focused management professional offering 15 years of progressive leadership experience. Transforms high-potential staff into outstanding leaders who demonstrate the creativity and savvy that is critical to financial and operational success.

High-energy Manager successful in building and motivating dynamic teams. Cultivates a company culture in which staff members feel comfortable voicing questions and concerns, as well as contributing new ideas that drive company growth.

### Core Competencies

- Operations Management
- Staff Development
- Change Management
- Cross-functional Team Management
- Complex Problem Solving
- Calm under pressure
- Computer-Savvy
- Skilled negotiator

### Experience

Director of Operations, BPO 11/2013 to 04/2015 Company Name City , State

- Responsible for 3 Sales Locations (Over 200 employees) managed team of 200 professional that consisted of hiring, training, and performance management.
- Strengthened the client relationship between the client and Concentrix.
- Increased Client revenue from 2.2 Million to 3 Million on a monthly basis. Surpassed revenue goals in four consecutive quarters.
- Over 6 Basis points improvement in all conversion metrics. Improved every KPI from Close Ratio, Activation per rep, and overall ARPU.
- Led the program meetings, strategy, and overall direction on a daily basis.
- Revamped new comp plan for reps more geared to Sales performance.
- Increased profits by developing, initiating, and managing sales programs on a day to day basis.
- P & L responsibility- Increased overall Gross Margin to as high as 32%.

Director of Sales 05/2010 to 11/2013 Company Name City , State

- Responsible for 2 Direct Sales Locations (Over 500 People) hiring, training, and performance management . Consistently ranked