

Evelyn Jackson
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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.Â

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 ManagementÂ Â

Cross-functional Team ManagementÂ

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.Â

Led the program meetings, strategy, and overall direction on a daily basis.Â

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%.Â

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 #1 site every month in 2010.

Improved every KPI metric from Close Ratio, Activation's, and ARPU. Played and instrumental role in the Direct Sales Strategy from every

aspect from Compensation Plans, Training & Quality, and overall direction

Revamped the Sales Integrity team with a new process that helped improve all Quality metrics.

Hired and Trained new Management and mentor them for success.

Presented Sales Analysis to Executive Management regarding Direct Sales Performance.Â

Led site Management with staff meetings, new strategy, and direction on a Daily basis

General Manager Of Sales Operations

10/2005

to

05/2010

Company Name

City

,

State

Established a New Sales Team from the ground up. Hiring, training, and performance management on a daily basis. Sales team grew from

50 reps to 300 in the site due to high performance.

Led Supervisors and Managers on a daily basis and implemented that led to increased performance.Â

Developed and Implemented new business life cycle which included planning, marketing, hiring and training

#1 Sales performing site every week, month, and year from 2006-2010 in every metricÂ

YoY improvement in every Metric.Â Close rate increased from 19% in 2005 to 32% CR in

2010.Â Â
Led the Sales team on a day to day basis with high energy and employee engagement.Â
Traveled extensively to other call centers in 2009 to initiate same performance model and launch new Direct Sales sites in Phoenix, AZ.
Provided timely feedback to Executive Management regarding Direct Sales performance
Responsible for P & L for 300 sales rep in the site
Sales Supervisor
11/2003
to
10/2005
Company Name
City
,
State
Led a team of over 14 OB Sales reps
Motivated, trained and developed, and held Sales reps accountable on a daily basis for Sales goals
Ran different department contests to increase motivation and Sales performance.
Handled Sales reps reviews on a annual basis.
Trained and developed reps through call monitoring and one on one meetings.Â
Successfully promoted 5 Team members to a Supervisor role
let the Outbound Sales department in Sales performance on a daily and weekly basis.Â
Education and Training
Business Management

2001
Bergen Community College
City
,
State
,
USA
Skills
Business Management, conversion, Client, Customer Satisfaction, Customer Services, customer service experience, Direct Sales, direction, Executive Management, focus, forms, hiring, languages, Director, marketing, meetings, works, Enterprise, Network, performance management,Quality, , real time, recruiting, Sales, Sales Analysis, Spanish, Strategy