Professional Summary

Results-driven BPO professional with 10+ years of experience in management and project management, leveraging expertise in Microsoft Office to drive operational excellence. Proven track record of successfully leading high-performing teams and delivering projects on time, with a strong focus on process improvement and customer satisfaction.

Professional Experience

Senior Operations Director (BP09)

Inazuma.co | January 2020 - Present

Operations Manager (BP07)

Apex Solutions Inc. | June 2018 - December 2019

Key Achievements:

- Improved project delivery timelines by 30% through process optimization.
- Enhanced customer satisfaction ratings by 25% via effective issue resolution.

Responsibilities:

- Managed a team of 20 members across various BPO projects.
- Coordinated with clients to understand project requirements and deliverables.

Team Lead (BP05)

Pinnacle Services Ltd. | March 2015 - May 2018

Key Achievements:

- Successfully led a team to achieve a 95% client retention rate.
- Implemented a training program that increased team productivity by 20%.

Responsibilities:

- Supervised a team of 10 members in a fast-paced BPO environment.
- Assisted in project planning and resource allocation.

Operations Coordinator (BP03)

NovaTech BPO | January 2012 - February 2015

Key Achievements:

- Consistently met or exceeded monthly performance targets.

- Developed and maintained accurate project documentation.

Responsibilities:

- Provided administrative support to the operations team.

- Coordinated with internal stakeholders for project updates.

Education

Bachelor of Business Administration (BBA)
University of Michigan | December 2011

Technical Skills

Management:

- Team Management

- Process Improvement

- Change Management

Project Management:

- Agile Methodologies

- Project Planning

- Risk Management

Microsoft Office:

- Excel (Advanced)

- Word (Intermediate)

- PowerPoint (Intermediate)

- Outlook (Basic)