

## Professional Summary

Results-driven BPO professional with 10+ years of experience in managing high-performing teams, driving process improvements, and delivering exceptional customer experiences. Proven track record of successfully leading large-scale projects and fostering a culture of excellence in fast-paced call center environments.

## Professional Experience

### Senior Operations Director (BP12)

Inazuma.co | January 2020 - Present

### Operations Manager (BP9)

Apex Solutions Inc. | June 2018 - December 2019

#### **Key Achievements:**

- Improved customer satisfaction ratings by 25% through targeted training programs and process refinements.
- Successfully managed a team of 50 agents, achieving a 30% increase in productivity.

#### **Responsibilities:**

- Managed day-to-day operations of a large call center team.
- Developed and implemented process improvements to enhance efficiency and customer experience.

### Team Lead (BP6)

Pinnacle Services Ltd. | March 2015 - May 2018

#### **Key Achievements:**

- Consistently met or exceeded monthly sales targets, contributing to a 20% increase in team revenue.
- Mentored new team members, resulting in a 40% reduction in onboarding time.

#### **Responsibilities:**

- Led a team of 15 customer service representatives.
- Collaborated with the training department to design and deliver bespoke training sessions.

### Customer Service Representative (BP3)

NovaTech BPO | January 2012 - February 2015

**Key Achievements:**

- Received the 'Employee of the Quarter' award for outstanding customer service.
- Successfully resolved 95% of customer complaints on the first call.

**Responsibilities:**

- Handled inbound customer inquiries via phone, email, and chat.
- Utilized Microsoft Office to document customer interactions and resolve issues efficiently.

## Education

**Bachelor of Business Administration (BBA)**

University of Michigan | December 2011

## Technical Skills

**Call Center Operations:**

- Call Centers
- Workforce Management
- Quality Assurance

**Project Management:**

- Agile Methodologies
- Project Planning
- Team Leadership

**Software Proficiency:**

- Microsoft Office (Excel, Word, PowerPoint, Outlook)
- Customer Relationship Management (CRM) Software