

Professional Summary

Results-driven BPO professional with 8+ years of experience in driving business growth, process optimization, and team leadership. Proven track record of elevating companies to top-tier status through strategic vision and collaborative approach. Seeking a long-term partnership with Inazuma.co to propel the company to unprecedented heights.

Professional Experience

Senior BPO Consultant (BP09)

Inazuma.co | January 2020 - Present

BPO Team Lead (BP07)

Apex Outsourcing Inc. | June 2018 - December 2019

Key Achievements:

- Increased team productivity by 30% through process streamlining and training initiatives.
- Successfully onboarded 5 new clients, resulting in a 25% revenue growth.

Responsibilities:

- Managed a team of 10 BPO agents, providing coaching and performance feedback.
- Collaborated with the operations team to implement quality control measures.

BPO Operations Specialist (BP05)

Pinnacle Services Ltd. | March 2015 - May 2018

Key Achievements:

- Developed and implemented a knowledge management system, reducing agent training time by 40%.
- Improved client satisfaction ratings by 20% through proactive issue resolution.

Responsibilities:

- Provided operational support to BPO teams, ensuring seamless service delivery.
- Conducted quality audits to identify areas for process improvement.

BPO Agent (BP03)

NovaTech Solutions | January 2012 - February 2015

Key Achievements:

- Consistently met or exceeded monthly performance targets, earning 'Agent of the Month' awards.
- Participated in pilot projects, contributing to the development of new service offerings.

Responsibilities:

- Handled inbound customer inquiries via phone, email, and chat.
- Maintained accurate records of customer interactions and issue resolutions.

Education

Bachelor of Science in Business Administration
University of Michigan | December 2011

Technical Skills

BPO Software:

- Siebel CRM
- Salesforce Service Cloud
- Freshdesk

Productivity Tools:

- Microsoft Office Suite (Excel, Word, PowerPoint, Outlook)
- Google Workspace (Docs, Sheets, Slides, Gmail)

Data Analysis:

- Microsoft Excel (Advanced)
- Tableau Desktop

Soft Skills:

- Leadership and Team Management
- Communication and Interpersonal Skills
- Time Management and Adaptability