

Professional Summary

Results-driven BPO professional with 2 months of experience in the industry and 6 months as a Delivery Executive, leveraging strategic thinking and high accuracy to drive operational excellence. Proficient in adapting to fast-paced environments, with a unique blend of skills including dance, showcasing creativity and versatility.

Professional Experience

Senior Operations Manager (BP09)

Inazuma.co | January 2023 - Present

Operations Team Lead (BP07)

Eclipse Solutions | June 2022 - December 2022

Key Achievements:

- Improved team productivity by 25% through workflow streamlining.
- Maintained a 95% client satisfaction rate through effective issue resolution.

Responsibilities:

- Managed a team of 8 in handling client inquiries and resolving issues.
- Collaborated with the quality team to implement process improvements.

Delivery Executive

Swift Deliveries | December 2021 - May 2022

Key Achievements:

- Achieved a 99% on-time delivery rate, exceeding company targets.
- Received the 'Employee of the Month' award for outstanding customer service.

Responsibilities:

- Ensured timely and secure delivery of packages to clients.
- Provided excellent customer service, addressing client concerns promptly.

BPO Agent (BP03)

Pinnacle BPO | June 2021 - November 2021

Key Achievements:

- Consistently met or exceeded monthly performance targets.

- Participated in training sessions to enhance product knowledge.

Responsibilities:

- Handled inbound customer calls, resolving queries and issues.
- Documented interactions in the CRM system for future reference.

Education

Bachelor of Business Administration (BBA)

University of Michigan

Relevant Coursework:

- Operations Management
- Strategic Management
- Marketing Principles

Technical Skills

Operational Skills:

- Process Optimization
- Team Management
- Client Relationship Management

Soft Skills:

- Strategic Thinking
- High Level Of Accuracy
- Excellent Communication

Creative Skills:

- Dance (Proficient in Contemporary and Hip-Hop)

Software Proficiency:

- Microsoft Office Suite
- CRM Software (Salesforce)
- Project Management Tools (Asana, Trello)