

Professional Summary

Results-driven BPO professional with 12+ years of experience in outsourcing, CRM, and process optimization. Proven track record of driving efficiency and growth in various BPO roles. Currently leading as a BP09 at Inazuma.co, leveraging expertise to elevate business outcomes.

Professional Experience

BP09 - BPO Operations Lead

Inazuma.co | January 2020 - Present

Senior BPO Manager

BPO Nakshatra Financial And BPO ADVISORS | June 2018 - December 2019

Key Achievements:

- Improved client satisfaction ratings by 25% through process re-engineering
- Successfully onboarded 5 new clients, resulting in a 30% increase in revenue

Responsibilities:

- Managed a team of 20 BPO professionals
- Developed and implemented CRM solutions for clients

BPO Team Lead

OutsourcePro | March 2015 - May 2018

Key Achievements:

- Enhanced team productivity by 40% through training and process optimization
- Played a pivotal role in achieving a 95% client retention rate

Responsibilities:

- Supervised a team of 10 BPO agents
- Collaborated with the quality assurance team to improve service delivery

BPO Agent

BPO Solutions Inc. | August 2012 - February 2015

Key Achievements:

- Consistently met or exceeded monthly performance targets

- Received the 'Rising Star' award for outstanding performance in 2014

Responsibilities:

- Handled inbound and outbound customer service calls
- Utilized CRM software to manage customer interactions

Education

Bachelor of Business Administration (BBA)

University of Michigan | June 2012

Technical Skills

BPO & Outsourcing:

- Outsourcing Strategy
- Process Optimization
- Client Relationship Management

CRM & Software:

- CRM Software (Salesforce, Zoho)
- Microsoft Office Suite
- Google Workspace

Leadership & Management:

- Team Management
- Leadership Development
- Strategic Planning