

## Professional Summary

Results-driven BPO professional with 29+ years of experience in the call center industry, excelling in team management, outsourcing, and business development. Proven track record of driving growth through strategic partnerships and affiliate center collaborations.

## Professional Experience

### BP14 - Senior Business Development Manager

Inazuma.co | 2018 - Present

### BP12 - Team Lead

Apex Call Solutions | 2015 - 2018

#### Key Achievements:

- Increased team productivity by 25% through process improvements
- Successfully managed a team of 20 agents, achieving a 95% customer satisfaction rate

#### Responsibilities:

- Team management and performance monitoring
- Process optimization and implementation

### BP10 - Operations Supervisor

Pinnacle BPO Services | 2012 - 2015

#### Key Achievements:

- Reduced operational costs by 15% through efficient resource allocation
- Improved quality scores by 20% through targeted training initiatives

#### Responsibilities:

- Operational oversight and quality control
- Training and development of junior staff

### BP8 - Team Member

Synergy Call Center | 2008 - 2012

#### Key Achievements:

- Consistently met or exceeded sales targets, earning 'Top Performer' awards
- Provided exceptional customer service, receiving a 99% satisfaction rating

**Responsibilities:**

- Customer service and sales
- Data entry and record-keeping

**BP6 - Junior Agent**

Genesis BPO | 2005 - 2008

**Key Achievements:**

- Quickly adapted to new processes, achieving a 90% proficiency rate within 3 months
- Demonstrated a strong work ethic, earning a 'Rising Star' award

**Responsibilities:**

- Customer service and support
- Basic data entry and administrative tasks

**Education****Bachelor of Business Administration (BBA)**

University of Michigan - Ann Arbor | 2005

**Technical Skills****Leadership and Management:**

- Team Management
- Performance Monitoring
- Process Optimization

**Business Development:**

- Outsourcing
- Partnership Development
- Business Growth Strategies

**Software and Tools:**

- CRM Software (Salesforce, Zoho)
- Call Center Software (Genesys, Avaya)
- Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)