

Professional Summary

Transformational leader with over 25 years of experience driving growth, innovation, and operational excellence in IT, Outsourcing, Procurement, Sales, and P&L; management. Proven track record of strategic vision, team leadership, and stakeholder engagement.

Professional Experience

Global Leader, BPO Operations

Inazuma.co | January 2018 - Present

Director, IT Outsourcing

Apex Solutions Inc. | June 2015 - December 2017

Key Achievements:

- Spearheaded a team that successfully outsourced IT operations to a global vendor, resulting in 30% cost savings.
- Developed and implemented a vendor management framework, enhancing partnership quality and reducing risks.

Responsibilities:

- Led IT outsourcing strategy and operations
- Managed vendor relationships and performance
- Collaborated with cross-functional teams for seamless service delivery

Senior Manager, Procurement & Sourcing

Pinnacle Services Ltd. | March 2012 - May 2015

Key Achievements:

- Designed and executed a strategic sourcing initiative, yielding 25% reduction in procurement costs.
- Established a procurement governance framework, ensuring compliance and transparency.

Responsibilities:

- Developed and implemented procurement strategies
- Managed sourcing processes and supplier relationships
- Ensured procurement governance and compliance

Sales & Operations Manager

NovaTech Inc. | January 2008 - February 2012

Key Achievements:

- Consistently exceeded sales targets, contributing to 20% annual revenue growth.
- Streamlined sales operations, reducing sales cycle time by 40%.

Responsibilities:

- Managed sales teams and operations
- Developed and executed sales strategies
- Improved sales process efficiency

IT Project Manager

Emerald IT Solutions | June 2005 - December 2007

Key Achievements:

- Successfully managed multiple IT projects, ensuring timely delivery and budget adherence.
- Implemented project management best practices, enhancing team productivity.

Responsibilities:

- Managed IT projects from initiation to delivery
- Coordinated with cross-functional teams
- Ensured project quality and stakeholder satisfaction

Education

Bachelor of Science in Computer Science
Stanford University

Technical Skills

Leadership & Management:

- Strategic Planning
- Team Leadership
- Change Management
- Stakeholder Engagement

IT & Outsourcing:

- IT Service Management

- Outsourcing Strategy
- Vendor Management
- Cloud Computing

Procurement & Sourcing:

- Strategic Sourcing
- Procurement Governance
- Supplier Relationship Management
- Contract Negotiation

Sales & Operations:

- Sales Strategy
- Sales Operations Management
- Process Improvement
- Customer Relationship Management