

Professional Summary

Results-driven BPO leader with 10+ years of experience in team management, process optimization, and technical expertise in PHP. Proven track record of driving operational excellence and fostering high-performing teams.

Professional Experience

Senior Operations Director (BP12)

Inazuma.co | January 2020 - Present

Operations Manager (BP9)

Apex Solutions Inc. | June 2018 - December 2019

Key Achievements:

- Improved team productivity by 25% through process streamlining
- Successfully implemented a new CRM system, resulting in 30% reduction in customer complaints

Responsibilities:

- Managed a team of 20 agents
- Coordinated with the training department to develop and implement new training programs

Team Lead (BP6)

Pinnacle BPO Services | March 2015 - May 2018

Key Achievements:

- Consistently met or exceeded monthly targets, earning 'Team of the Month' awards 6 times
- Developed and mentored junior team members, resulting in a 40% increase in team promotions

Responsibilities:

- Supervised a team of 10 agents
- Collaborated with the quality assurance team to identify and address process gaps

Customer Service Representative (BP3)

Synergy Outsourcing | January 2012 - February 2015

Key Achievements:

- Achieved a 95% customer satisfaction rating, exceeding the company's target
- Successfully resolved complex customer complaints, earning a 'Customer Service Champion' award

Responsibilities:

- Handled customer inquiries via phone, email, and chat
- Documented customer interactions in the CRM system

Education

Technical Skills

Management:

- Team Management
- Process Optimization
- Operational Excellence

Programming:

- PHP
- Basic knowledge of JavaScript and HTML/CSS

Software:

- CRM Systems (Salesforce, Zoho)
- Project Management Tools (Asana, Trello)