

## 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

### BP12 - Senior Business Development Manager

Inazuma.co | 2018 - Present

### BP9 - 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

### BP6 - Operations Coordinator

Pinnacle BPO Services | 2012 - 2015

#### Key Achievements:

- Streamlined operational workflows, reducing costs by 15%
- Collaborated with the training team to develop and implement a new onboarding program

#### Responsibilities:

- Operational process management
- Training and development support

### BP3 - Customer Service Representative

Synergy Call Center | 2009 - 2012

#### Key Achievements:

- Consistently met or exceeded monthly sales targets
- Received the 'Customer Service Representative of the Quarter' award twice

**Responsibilities:**

- Customer service and sales
- Issue resolution and escalation management

**Education****Bachelor of Business Administration**

University of Michigan - Ann Arbor | 2009

**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)
- Project Management Tools (Asana, Trello)
- Microsoft Office Suite