

Professional Summary

Results-driven BPO professional with 8+ years of experience in process optimization, team leadership, and client satisfaction. Proven track record of driving efficiency and excellence in high-pressure environments. Skilled in Microsoft Office, Editing, and HTML, with a strong passion for innovation and growth.

Professional Experience

Senior Operations Manager (BP09)

Inazuma.co | January 2020 - Present

Team Lead (BP07)

Apex Solutions Inc. | June 2018 - December 2019

Key Achievements:

- Boosted team productivity by 30% through targeted training and process enhancements
- Successfully managed a team of 10 agents, achieving 92% client satisfaction

Responsibilities:

- Coordinated daily operations, ensuring seamless service delivery
- Conducted performance evaluations and provided constructive feedback

Senior Agent (BP05)

Pinnacle BPO Services | March 2016 - May 2018

Key Achievements:

- Consistently exceeded monthly targets, earning 'Agent of the Month' awards
- Developed and implemented a knowledge base, reducing average handling time by 25%

Responsibilities:

- Handled complex customer inquiries via phone, email, and chat
- Collaborated with the QA team to improve process documentation

Agent (BP03)

NovaTech Outsourcing | January 2014 - February 2016

Key Achievements:

- Achieved a 95%+ quality score for 6 consecutive months

- Participated in a pilot project, testing new software for potential implementation

Responsibilities:

- Responded to customer inquiries via phone and email
- Maintained accurate records and reported metrics to the team lead

Education

Bachelor of Science in Business Administration

University of Michigan | December 2013

Technical Skills

Productivity Software:

- Microsoft Office (Word, Excel, PowerPoint, Outlook)

Content Creation:

- Editing (written content, style guides)
- HTML (basic web development, structuring content)