

## Professional Summary

Results-driven BPO professional with 12+ years of experience in outsourcing, CRM, and process optimization. Proven track record of driving efficiency and growth in various BPO roles. Currently leading as a BP09 at Inazuma.co, leveraging expertise to elevate business outcomes.

## Professional Experience

### BP09 - BPO Operations Lead

Inazuma.co | January 2020 - Present

### Senior BPO Manager

BPONakshatra Financial And BPO ADVISORS | June 2018 - December 2019

#### Key Achievements:

- Improved client satisfaction ratings by 25% through process re-engineering
- Successfully onboarded 5 new clients, resulting in a 30% increase in revenue

#### Responsibilities:

- Managed a team of 20 BPO professionals
- Developed and implemented CRM solutions for clients

### BPO Team Lead

OutsourcePro | March 2015 - May 2018

#### Key Achievements:

- Enhanced team productivity by 40% through training and process optimization
- Played a pivotal role in achieving a 95% client retention rate

#### Responsibilities:

- Supervised a team of 10 BPO agents
- Collaborated with the quality assurance team to improve service delivery

### BPO Agent

BPO Solutions Inc. | August 2012 - February 2015

#### Key Achievements:

- Consistently met or exceeded monthly performance targets

- Received the 'Rising Star' award for outstanding performance in 2014

**Responsibilities:**

- Handled inbound and outbound customer service calls
- Utilized CRM software to manage customer interactions

## Education

**Bachelor of Business Administration (BBA)**

University of Michigan | June 2012

## Technical Skills

**BPO & Outsourcing:**

- Outsourcing Strategy
- Process Optimization
- Client Relationship Management

**CRM & Software:**

- CRM Software (Salesforce, Zoho)
- Microsoft Office Suite
- Google Workspace

**Leadership & Management:**

- Team Management
- Leadership Development
- Strategic Planning