

## Professional Summary

Results-driven BPO professional with 10+ years of experience in process optimization, team leadership, and client satisfaction. Proven track record of driving efficiency and growth in high-pressure environments. Currently leading as a BP12 at Inazuma.co, leveraging expertise to elevate operational excellence.

## Professional Experience

### Senior Operations Director (BP12)

Inazuma.co | January 2020 - Present

### Operations Manager (BP9)

Apex Solutions Inc. | June 2018 - December 2019

#### **Key Achievements:**

- Improved client satisfaction ratings by 25% through targeted process enhancements.
- Reduced operational costs by 15% via efficient resource allocation.

#### **Responsibilities:**

- Managed a team of 50 agents across two shifts.
- Coordinated with the quality assurance team to implement new standards.

### Team Lead (BP6)

Pinnacle BPO Services | March 2015 - May 2018

#### **Key Achievements:**

- Achieved a team performance rating of 95% or higher for 12 consecutive months.
- Successfully mentored 3 team members to advance to leadership roles.

#### **Responsibilities:**

- Supervised a team of 20 agents, providing coaching and feedback.
- Collaborated with the training department to design and deliver workshops.

### Senior Agent (BP3)

NovaTech BPO | January 2012 - February 2015

#### **Key Achievements:**

- Consistently met or exceeded monthly performance targets.

- Participated in a pilot project that resulted in a 10% increase in client engagement.

**Responsibilities:**

- Handled complex customer inquiries via phone, email, and chat.
- Provided support to junior agents during peak periods.

## Education

**Bachelor of Science in Business Administration**

University of Michigan | December 2011

## Technical Skills

**Software Proficiency:**

- Microsoft Office Suite (Excel, Word, PowerPoint, Outlook)
- Google Workspace (Docs, Sheets, Slides, Gmail)
- CRM Software (Salesforce, Zoho)

**Operational Tools:**

- Project Management Software (Asana, Trello)
- Time Tracking and Scheduling Tools (Toggl, Shiftboard)

**Soft Skills:**

- Leadership and Team Management
- Communication and Interpersonal Skills
- Problem-Solving and Analytical Thinking