Professional Summary

Results-driven BPO professional with 12+ years of experience in lead generation, data provision, and team management. Proven track record of consistently meeting and exceeding targets, with a strong ability to adapt to dynamic environments.

Professional Experience

Senior Lead Generation Manager (BP10)

Inazuma.co | January 2020 - Present

Team Lead - Data Provision (BP8)

Apex Outsourcing Solutions | June 2018 - December 2019

Key Achievements:

- Successfully managed a team of 15 data providers, resulting in a 25% increase in data quality and a 15% reduction in turnaround time.
- Developed and implemented a training program that improved team member productivity by 20%.

Responsibilities:

- Team management and performance evaluation
- Data quality control and assurance
- Client communication and relationship building

Senior Data Provider (BP6)

Pinnacle BPO Services | March 2015 - May 2018

Key Achievements:

- Consistently met or exceeded monthly data provision targets, with a peak achievement of 120% of target in Q2 2017.
- Identified and reported process improvements that led to a 10% reduction in operational costs.

Responsibilities:

- Data research and provision for various clients
- Process improvement suggestions and implementation
- Collaboration with team members for project completion

Data Provider (BP4)

NovaTech Solutions | January 2012 - February 2015

Key Achievements:

- Rapidly adapted to new data provision software, achieving proficiency within the first month of implementation.
- Maintained a high data quality score of 95% or above throughout tenure.

Responsibilities:

- Data entry and provision for client projects
- Basic data analysis for quality assurance
- Team collaboration for project deadlines

Education

Bachelor of Science in Information Technology
University of California, Irvine | December 2011

Technical Skills

Software Proficiency:

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

Data Analysis:

- Basic data analysis for quality assurance
- Data visualization using Excel and Google Sheets

Leadership and Management:

- Team management and performance evaluation
- Process improvement and implementation
- Client communication and relationship building