

Professional Summary

Results-driven BPO leader with 12+ years of experience in driving operational excellence, customer acquisition, and retention in the consumer services industry. Proven track record of developing and executing strategic growth initiatives, with a strong background in Commerce.

Professional Experience

Senior Vice President - BPO Operations (BP12)

Inazuma.co | January 2018 - Present

Vice President - Operations

Apex Outsourcing Solutions | June 2015 - December 2017

Key Achievements:

- Improved operational efficiency by 30% through process re-engineering
- Increased client base by 25% through targeted business development initiatives

Responsibilities:

- Managed a team of 200+ agents across 3 locations
- Developed and executed operational strategies to meet client objectives

Operations Manager

Pinnacle Telemarketing Services | March 2012 - May 2015

Key Achievements:

- Enhanced customer satisfaction ratings by 20% through quality assurance initiatives
- Reduced agent attrition by 15% through targeted training programs

Responsibilities:

- Supervised a team of 50+ agents
- Coordinated with clients to understand service requirements

Team Lead

Synergy Call Center Solutions | August 2009 - February 2012

Key Achievements:

- Consistently met or exceeded monthly sales targets
- Received 'Team Lead of the Quarter' award for outstanding performance

Responsibilities:

- Led a team of 10+ agents
- Provided coaching and feedback to team members

Education**Graduate in Commerce**

University of Mumbai

Technical Skills**BPO & Outsourcing:**

- Operations Management
- Customer Acquisition
- Call Center Development

Customer Relationship Management:

- CRM Software (Salesforce, Zoho)
- Customer Retention Strategies

Telemarketing:

- Telesales Techniques
- Script Development