Professional Summary

Results-driven BPO professional with 10+ years of experience in service delivery, leveraging expertise in Joomla to drive operational excellence. Proven track record of leading high-performing teams and implementing process improvements that enhance customer satisfaction and reduce costs.

Professional Experience

Senior Service Delivery Manager (BP10)

Inazuma.co | January 2020 - Present

Service Delivery Manager (BP8)

Apex Solutions Inc. | June 2018 - December 2019

Key Achievements:

- Improved client satisfaction ratings by 25% through process re-engineering and team training.
- Reduced operational costs by 15% by implementing efficient resource allocation strategies.

Responsibilities:

- Managed a team of 20 service delivery professionals.
- Coordinated with cross-functional teams to resolve client issues.

Team Lead (BP6)

Pinnacle BPO Services | March 2015 - May 2018

Key Achievements:

- Enhanced team productivity by 30% through targeted training and mentoring.
- Successfully onboarded 5 new clients, ensuring zero-defect delivery.

Responsibilities:

- Supervised a team of 10 customer service representatives.
- Collaborated with the quality assurance team to improve service standards.

Customer Service Representative (BP4)

NovaTech BPO | August 2012 - February 2015

Key Achievements:

- Consistently met or exceeded monthly service targets, earning 'Employee of the Month' twice.
- Provided feedback that led to the implementation of a new client feedback system.

Responsibilities:

- Handled inbound customer inquiries via phone, email, and chat.
- Resolved customer complaints in a timely and professional manner.

Education

Bachelor of Science in Business Administration
University of Michigan | May 2012

Technical Skills

BPO & Service Delivery:

- Service Level Agreement (SLA) Management
- Process Improvement
- Team Management
- Client Relationship Management

Content Management Systems:

- Joomla
- Basic knowledge of WordPress

Soft Skills:

- Communication
- Leadership
- Problem-Solving
- Time Management