

Professional Summary

Results-driven BPO industry leader with 25+ years of experience in outsourcing solutions, call center operations, and business development. Proven track record of driving growth, improving customer satisfaction, and fostering strategic partnerships. Guided by principles of honesty, integrity, and exceptional customer service.

Professional Experience

President & Founder

Inazuma.co | 2010 - Present

Vice President of Operations

Apex Call Solutions | 2005 - 2010

Key Achievements:

- Increased operational efficiency by 30% through process optimization
- Improved customer satisfaction ratings by 25% through enhanced training programs

Responsibilities:

- Managed day-to-day operations of multiple call centers
- Developed and implemented business development strategies

Director of Business Development

Pinnacle Telecommunications | 2000 - 2005

Key Achievements:

- Generated \$10M in new business revenue through strategic partnerships
- Expanded client base by 50% through targeted marketing initiatives

Responsibilities:

- Identified and pursued new business opportunities
- Built and maintained relationships with key clients

Operations Manager

Synergy Call Center Solutions | 1998 - 2000

Key Achievements:

- Improved call center productivity by 20% through workflow enhancements

- Reduced employee turnover by 15% through enhanced training programs

Responsibilities:

- Supervised call center staff and coordinated daily operations
- Analyzed performance metrics to inform process improvements

Education

Technical Skills

Call Center & BPO:

- Call Centers
- Outsourcing
- Contact Centers
- BPO
- Cloud-based Call Center Solutions

Business Development & Sales:

- Business Development
- Sales
- Lead Generation
- Telemarketing
- Solution Selling
- Sales Management

Customer Experience & Service:

- Customer Experience
- Customer Retention
- Customer Satisfaction
- Customer Service

Marketing & Technology:

- Marketing
- Email Marketing
- CRM
- Cloud Computing
- Wireless
- Broadband

- SaaS

Leadership & Management:

- Leadership
- Management
- Strategic Partnerships
- Team Management
- Cross-functional Team Leadership