

Professional Summary

Results-driven BPO leader with 10+ years of experience in team management and outsourcing, driving operational excellence and process improvements in fast-paced environments. Proven track record of delivering high-quality services, fostering strong client relationships, and leading high-performing teams.

Professional Experience

Senior Director, BPO Operations (BP10)

Inazuma.co | January 2020 - Present

Director, BPO Services (BP8)

Apex Solutions Inc. | June 2018 - December 2019

Key Achievements:

- Improved client satisfaction ratings by 25% through process enhancements and team training.
- Successfully led the transition of a major client's operations, resulting in a 30% increase in revenue.

Responsibilities:

- Managed a team of 30 BPO professionals.
- Developed and implemented operational strategies to meet client objectives.

Senior Manager, Team Lead (BP6)

Pinnacle Outsourcing Ltd. | March 2015 - May 2018

Key Achievements:

- Enhanced team productivity by 20% through workflow optimization and performance coaching.
- Consistently met or exceeded client SLAs, resulting in a 95% client retention rate.

Responsibilities:

- Led a team of 15 BPO agents.
- Collaborated with clients to understand service requirements and deliver tailored solutions.

Team Lead (BP4)

NovaTech BPO Services | January 2012 - February 2015

Key Achievements:

- Improved team's quality scores by 15% through targeted training and feedback.
- Successfully onboarded new clients, resulting in a 25% increase in team size.

Responsibilities:

- Supervised a team of 8 BPO agents.
- Assisted in the development of process documentation and training materials.

Education

Bachelor of Science in Business Administration

University of Michigan | December 2011

Technical Skills

BPO & Operations:

- BPO Service Delivery
- Process Improvement
- Operational Excellence

Leadership & Management:

- Team Management
- Performance Coaching
- Strategic Leadership

Outsourcing & Client Management:

- Client Relationship Management
- Service Level Agreement (SLA) Management
- Outsourcing Strategy Development