

Professional Summary

Results-driven BPO professional with 10+ years of experience in process optimization, team leadership, and client satisfaction. Proven track record of driving efficiency and growth in high-pressure environments. Currently leading as a BP09 at Inazuma.co, leveraging expertise to elevate operational excellence.

Professional Experience

Senior Operations Manager (BP09)

Inazuma.co | January 2020 - Present

Operations Manager (BP07)

Apex Solutions Inc. | June 2018 - December 2019

Key Achievements:

- Improved client satisfaction ratings by 25% through targeted process enhancements.
- Reduced operational costs by 15% via efficient resource allocation.

Responsibilities:

- Managed a team of 50 agents across two shifts.
- Coordinated with the quality assurance team to implement new standards.

Team Lead (BP05)

Pinnacle BPO Services | March 2015 - May 2018

Key Achievements:

- Achieved a team performance rating of 95% or higher for 12 consecutive months.
- Successfully mentored 3 team members to take on leadership roles.

Responsibilities:

- Supervised a team of 20 agents, providing coaching and feedback.
- Collaborated with the training department to design and deliver workshops.

Senior Agent (BP03)

NovaTech BPO | January 2012 - February 2015

Key Achievements:

- Consistently exceeded monthly performance targets by an average of 10%.

- Participated in the pilot program for a new client onboarding process.

Responsibilities:

- Handled complex customer inquiries via phone, email, and chat.
- Assisted in the training of new hires.

Education

Bachelor of Science in Business Administration

University of Michigan | December 2011

Technical Skills

Software Proficiency:

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

Operational Tools:

- Project Management Software (Asana, Trello)
- Time Tracking and Scheduling Tools (Toggl, Shiftboard)

Soft Skills:

- Leadership and Team Management
- Process Improvement and Optimization
- Client Relationship Management
- Communication and Interpersonal Skills