

Professional Summary

Results-driven BPO professional with 29+ years of experience in the call center industry, excelling in team management, outsourcing, and business development. Proven track record of driving growth through strategic partnerships and affiliate center collaborations.

Professional Experience

BP12 - Senior Business Development Manager

Inazuma.co | 2018 - Present

BP9 - Team Lead

Apex Call Solutions | 2015 - 2018

Key Achievements:

- Increased team productivity by 25% through process improvements
- Successfully managed a team of 20 agents, achieving a 95% customer satisfaction rate

Responsibilities:

- Team management and performance monitoring
- Process optimization and implementation

BP6 - Operations Coordinator

Pinnacle BPO Services | 2012 - 2015

Key Achievements:

- Streamlined operational workflows, reducing costs by 15%
- Collaborated with the training team to develop and implement a new onboarding program

Responsibilities:

- Operational process management
- Training and development support

BP3 - Customer Service Representative

Synergy Call Center | 2009 - 2012

Key Achievements:

- Consistently met or exceeded monthly sales targets
- Received the 'Customer Service Representative of the Quarter' award twice

Responsibilities:

- Customer service and sales
- Issue resolution and escalation management

Education

Bachelor of Business Administration
University of Michigan - Ann Arbor | 2009

Technical Skills

Leadership and Management:

- Team Management
- Performance Monitoring
- Process Optimization

Business Development:

- Outsourcing
- Partnership Development
- Business Growth Strategies

Software and Tools:

- CRM Software (Salesforce, Zoho)
- Project Management Tools (Asana, Trello)
- Microsoft Office Suite