

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. Skilled in strategic planning, operational management, and stakeholder engagement.

Professional Experience

Senior Operations Director (BP10)

Inazuma.co | January 2020 - Present

Operations Manager (BP8)

Apex Solutions Inc. | June 2018 - December 2019

Key Achievements:

- Improved process efficiency by 25% through lean methodology implementation
- Enhanced client satisfaction ratings by 15% through targeted feedback loops

Responsibilities:

- Managed a team of 20 agents
- Coordinated with clients for project requirements
- Developed and implemented operational strategies

Team Lead (BP6)

Pinnacle BPO Services | March 2015 - May 2018

Key Achievements:

- Achieved a 95% or higher quality score for 12 consecutive months
- Reduced team turnover by 30% through engagement initiatives

Responsibilities:

- Supervised a team of 10 agents
- Conducted performance evaluations and training
- Assisted in project planning and execution

Senior Agent (BP4)

NovaTech BPO | January 2012 - February 2015

Key Achievements:

- Consistently met or exceeded monthly performance targets
- Participated in process improvement initiatives

Responsibilities:

- Handled client inquiries and resolved issues
- Collaborated with team members on projects
- Adhered to quality and compliance standards

Education

Bachelor of Science in Business Administration
University of Michigan | December 2011

Technical Skills

Operational Management:

- Process Optimization
- Team Leadership
- Client Relationship Management

Software Proficiency:

- Microsoft Office Suite
- Google Workspace
- CRM Software (Salesforce)

Analytical Tools:

- Data Analysis with Excel
- Basic SQL
- Tableau for Data Visualization