

**SHIVANI MEHRA**

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Location: India

**SUMMARY**

Senior BPO Operations Manager with 12+ years of experience leading large teams, managing client accounts, improving customer satisfaction metrics, implementing process improvements, and driving operational efficiency. Expert in KPI monitoring, workforce management, training, SLA compliance, and high-volume service delivery.

**EXPERIENCE****Operations Manager – PrimeServe International (2014 – Present)**

- Managed 150+ agents across voice, chat, and blended verticals.
- Improved SLA performance from 82% to 97% within one year.
- Developed training modules that increased agent productivity by 30%.
- Coordinated with global clients for project updates, reporting, and escalations.
- Implemented quality frameworks that reduced error rate by 40%.

**ACHIEVEMENTS**

- Received “Outstanding BPO Leader Award – 2022”.
- Successfully transitioned 5 major international projects.

**EDUCATION**

MBA – Operations Management

Bachelor of Business Administration

**SKILLS**

Operations Management, SLA Compliance, Workforce Planning, Quality Control, Client Coordination, Leadership, Documentation, CRM Expertise

**DECLARATION**

I certify that all the information stated above is accurate and complete.