

# Joseph Morris

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A Vendor Relationship Manager with three years of experience specializing in business process outsourcing (BPOs), continuous improvement, and program management. Adept at identifying opportunities to improve the customer experience and operational efficiency.

## Education

Bachelor of Science (B.S.)  
Business Administration  
University of Pittsburgh, Pittsburgh, PA  
September 2014 - May 2018

## Key Skills

- ◆ Vendor Management
- ◆ Customer Service
- ◆ Operations Management
- ◆ Program Management
- ◆ Contract Negotiations

## Professional Experience

Vendor Relationship Manager  
GrubHub, Pittsburgh, PA | May 2019 - Present

- Oversee management of vendor relationships and BPOs, analyze quality metrics and KPIs, identify process gaps, and drive continuous improvements to enhance the customer experience, resulting in a 15% improvement in customer satisfaction
- Lead the development of new training programs for third-party support call centers to improve communication between support agents, restaurants, and customers
- Negotiate vendor contracts valued at \$60K-\$140K and ensure vendor compliance with contractual terms and obligations

Vendor Relationship Manager  
Olive Garden, Pittsburgh, PA | May 2018 - May 2019

- ◆ Managed 10 vendor relationships for food products, equipment, and shipping across seven restaurant locations
- Negotiated contracts with third-party vendors, conducted performance evaluations, and led meetings to discuss adjustments in pricing