

Hailey Lily Owens

Mobile: +440 744384

HaileyLilyOwens@mail.com

Over 15 years of experience in BPO multinational environment, covering various roles in Process and Project Management, Account Management and Sales in areas such as Customer Incentives & Rewards, Finance & Accounting, Sales. Fluent in Romanian, English and Spanish and certified in Procurement and Supply (CIPS) and Six Sigma Green Belt.

A highly motivated and dedicated professional, looking for a new opportunity with international exposure where my experience and language skills can add real value to the organization.

CAREER HISTORY

PROJECT MANAGER – Partner Compensation Process (EMEA)

DirectMotion, Bucharest-Outsourcing

March 2019 - July 2021

As Project Manager and process expert, I had full responsibility for coordinating the Compensation Exception process for partners (Resellers/Distributors). Main tasks included:

- **Eligibility:** ensuring Partners are eligible to receive compensation for their sales performance
- **Data Analysis:** checking the accuracy of the bonus calculation for the exceptions submitted into the tool, identification, and assessment of complex compensation issues, developing and implementing corresponding solutions
- **Training:** preparing and delivering training on the Compensation Exception process twice per quarter (around 250 participants per session)
- **Team coordination:** responsible for coordinating the exception operation process with internal analysts' team and back-office team, performing quality management processes
- **Customer experience management:** establishing and maintaining close relationships with clients at multiple organizational levels
- **Stakeholder management:** maintaining regular calls to update the management on partners' performance and critical escalations
- **Project Management:** Operational and business support for EMEA and Worldwide Business Units on the legacy/transformation processes and queries

SALES PROGRAM ANALYST (IBERIA)

DirectMotion, Bern

December 2016 - March 2019

As Sales Program Analyst for Iberia region, I was accountable and responsible for different compensation processes, ensuring that services are delivered to meet internal and/or external customer business needs and expectations.

- **Process Owner:** Owner of the end-to-end compensation process, from quota deployment to sell-out/ sell-in control checks, reporting, bonus calculation logic, validation, Pay for Result and Cash engine compensation programs and payment
- **Data Analysis:** perform different analyses to support business operations
- **Customer satisfaction:** Identifying root causes for customer dissatisfaction and recommending solutions to improve the satisfaction

- **Query Management:** handling senior level escalations, providing daily operational support to partners and stakeholders on compensation through e-mail, calls and internal tools;
- **Training:** Training and coaching for new joiners; preparing and delivering webinars on Operations processes and tools to Partners
- **Tool Owner:** new tool transformation process for EMEA (testing, reports and statuses provided, trainer for other region on testing part)

PROCESS EXPERT - Procure to Pay

DirectMotion, Bucharest

December 2007- December 2016

As Process Expert -Procure to Pay, I have worked in Finance and Accounting projects for the airline sector, responsible for the operational activities and ensuring process coordination. Main tasks included:

- **PTP operational tasks:** Processing transactions & payments in accounting software; invoices & Purchase Orders audit; reconciliation; recovering the money from double payments, maintaining and developing Suppliers Data Base; developing ad-hoc reports/analysis for top management and team members
- **Training and coaching:** preparing the training plan for new joiners, assuring completeness as per deadlines; client's activity presentation (training material preparation and delivery on client general information and processes)
- **Team leader back-up:** Ensuring all daily tasks are performed properly and that SLAs are met; supporting and coaching team members in the operational activities; participating and providing the necessary input in the operational calls with the client; involved in 121s, involved in the process improvement and in increasing the client's satisfaction; finding solutions to automate, increase the quality of our services, decrease the costs, improve performance and build a strong relationship with the client.
- **Operational Excellence Focal:** Preparing OE monthly reports (3x3, SLAs, Productivity & Accuracy, Pareto, RCA). Responsible for leading the assessments; organizing Six Sigma and Lean workshops; representing the project in forums, client visits, and industry, demonstrating key practices followed around process and customer excellence

SALES EXECUTIVE

CallServices, Bucharest

November 2004- November 2005

As Sales Executive for international companies, my role involved offering and negotiating contracts, payment terms and prices, up to the closure point. Main responsibilities included:

- **Lead Generation:** identifying and maintaining potential clients in South Africa and Eastern Europe by email and by phone
- **Market research:** Cold calling
- **Back-office activities:** Delivering orders, internet research, updating the client's database

EDUCATION & CERTIFICATIONS

Project Management Foundations- LinkedIn-2021

CIPS Advanced Certificate in Procurement and Supply, Chartered Institute of Procurement & Supply (CIPS), UK-2017

Certified Six Sigma Green Belt (CSSGB™)-2017

English Translator Authorized Certificate, the Romanian Ministry of Justice-2003

Bachelor's degree in English & Romanian Language and Literature, 1999-2003, Avram-Iancu University, Cluj-Napoca

LANGUAGES

Romanian: Native

English: Full professional proficiency

Spanish: Full professional proficiency

French: Limited working proficiency

TECHNICAL COMPETENCIES

Microsoft Office™ (Word, Excel, PowerPoint)

Microsoft Dynamics 365

Salesforce

SAP

Oracle

INTERPERSONAL SKILLS

Analytical thinking

Effective communicator across multicultural teams

Team worker and can-do attitude

Customer-oriented and good negotiator

Project planning and project management skills