
BPO Manager Resume

Job Objective

To secure a position with a reputable company in which to exercise my knowledge and training as a BPO Manager.

Highlights of Qualifications:

- Huge experience in managing and planning projects on various offshore models with help of web technologies
 - Profound knowledge of Financial industry especially services
 - Huge knowledge of regulatory and SEC fillings
 - Immense ability to resolve all problems to assist growth in business
 - Exceptional ability to maintain records of all delivery
 - Skilled to maintain good relationships with clients
 - Excellent skills in various SDLC methodologies
 - Proficient in developing and maintaining projects
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Professional Experience:

BPO Manager

Accenture, Kenwood, CA

October 2008 – Present

- Coordinated with customers and global delivery teams and defined requirements for project release.
- Planned projects and assessed scope, schedule and quality of various projects.
- Maintained a track of all project progress, evaluated it on a regular basis and informed stakeholders on same.
- Analyzed projects and provided feedback to all team members.
- Trained and mentored team in providing optimal levels of customer services.
- Monitored all programs, identified potential risks and designed necessary mitigation plans accordingly.
- Assisted PMO team and ensured optimal levels of project deliverables for global delivery team.
- Ensured compliance to all timelines and budget.

BPO Coordinator

DCSI, Kenwood, CA

August 2003 – September 2008

- Monitored incoming residential BPO orders and assigned it to appropriate teams and provided necessary follow up documents.
 - Administered efficient working of all projects through status reports provided by brokers.
 - Provided optimal services to all clients and resolved issues.
 - Managed incoming mails and telephone calls for various order assignments.
 - Participated in various BPO meetings and reviewed progress.
 - Provided support to various department functions.
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Education:

Bachelor's Degree in Business – Management

Greenville College, Greenville, IL

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