

DIRECTOR OF OPERATIONS, BPO

Executive Summary

Results-Focused management professional offering 15 years of progressive leadership experience. Transforms high-potential staff into outstanding leaders who demonstrate the creativity and savvy that is critical to financial and operational success.Â

High-energy Manager successful in building and motivating dynamic teams. Cultivates a company culture in which staff members feel comfortable voicing questions and concerns, as well as contributing new ideas that drive company growth.

Core Competencies

- Operations Management
- Staff Development
- Change ManagementÂ Â
- Cross-functional Team ManagementÂ
- Complex Problem Solving
- Calm under pressure
- Computer-Savvy
- Skilled negotiator

Experience

Director of Operations, BPO 11/2013 to 04/2015 Company Name City , State

- Responsible for 3 Sales Locations (Over 200 employees) managed team of 200 professional that consisted of hiring, training, and performance management.
- Strengthened the client relationship between the client and Concentrix.
- Increased Client revenue from 2.2 Million to 3 Million on a monthly basis. Surpassed revenue goals in four consecutive quarters.
- Over 6 Basis points improvement in all conversion metrics. Improved every KPI from Close Ratio, Activation per rep, and overall ARPU.Â
- Led the program meetings, strategy, and overall direction on a daily basis.Â
- Revamped new comp plan for reps more geared to Sales performance.
- Increased profits by developing, initiating, and managing sales programs on a day to day basis.
- P & L responsibility- Increased overall Gross Margin to as high as 32%.Â

Director of Sales 05/2010 to 11/2013 Company Name City , State

- Responsible for 2 Direct Sales Locations (Over 500 People) hiring, training, and performance management . Consistently ranked #1 site every month in 2010.
- Improved every KPI metric from Close Ratio, Activation's, and ARPU. Played and instrumental role in the Direct Sales Strategy from every aspect from Compensation Plans, Training & Quality, and overall direction
- Revamped the Sales Integrity team with a new process that helped improve all Quality metrics.
- Hired and Trained new Management and mentor them for success.
- Presented Sales Analysis to Executive Management regarding Direct Sales Performance.Â
- Led site Management with staff meetings, new strategy, and direction on a Daily basis

General Manager Of Sales Operations 10/2005 to 05/2010 Company Name City , State

- Established a New Sales Team from the ground up. Hiring, training, and performance management on a daily basis. Sales team grew from 50 reps to 300 in the site due to high performance.
- Led Supervisors and Managers on a daily basis and implemented that led to increased performance.Â
- Developed and Implemented new business life cycle which included planning, marketing, hiring and training
- #1 Sales performing site every week, month, and year from 2006-2010 in every metricÂ
- YoY improvement in every Metric.Â Close rate increased from 19% in 2005 to 32% CR in 2010.Â Â
- Led the Sales team on a day to day basis with high energy and employee engagement.Â
- Traveled extensively to other call centers in 2009 to initiate same performance model and launch new Direct Sales sites in Phoenix, AZ.
- Provided timely feedback to Executive Management regarding Direct Sales performance
- Responsible for P & L for 300 sales rep in the site

Sales Supervisor 11/2003 to 10/2005 Company Name City , State

- Led a team of over 14 OB Sales reps
- Motivated, trained and developed, and held Sales reps accountable on a daily basis for Sales goals
- Ran different department contests to increase motivation and Sales performance.
- Handled Sales reps reviews on a annual basis.
- Trained and developed reps through call monitoring and one on one meetings.Â
- Successfully promoted 5 Team members to a Supervisor role
- let the Outbound Sales department in Sales performance on a daily and weekly basis.Â

Education and Training

Business Management 2001 Bergen Community College City , State , USA

Skills

Business Management, conversion, Client, Customer Satisfaction, Customer Services, customer service experience, Direct Sales, direction, Executive Management, focus, forms, hiring, languages, Director, marketing, meetings, works, Enterprise, Network, performance management,

