

**RESULTS-ORIENTED
OPERATIONS MANAGER**

Offers progressive inbound call-center operations experience defined by an aggressive promotional career path from agent to assistant site manager within four years, with current responsibility for customer-service call-center operations, staff development and budget forecasting. Extensive experience in the areas of customer service and quality assurance.

ACHIVEMENTS

- Manage 150 Customer Service Representatives and 22 Manager/ Support Staff with an average call volume of 10,000 customer-service calls per day.
- Managing direct customer-service programs for a variety of care products for Syrius Digicom.
- Creating financial models with forecasted revenue of \$1 million per month and a year-to-date 5% budget variance.
- Achieved a gross profit of \$4 million annually (2001).

PROFESSIONAL EXPERIENCE

SYRIUS DIGICOM – San Jose, CA

Feb 1999 - Present

Assistant Site Manager – Operations***May 2000 – Present***

- Manage a supervisory team in regards to workflow allocation, performance appraisals, training, development and salary recommendations.
- Coordinate the daily operational objectives of performing departmental functions in an efficient, timely manner while meeting quality performance standards.
- Resolve customer and agent challenges through proactive investigation of issues in a liaison role, partnering with other departments, including the client.
- Implement and plan new projects and procedures as a result of a continuous review of current operating methods in relation to client/ customer objectives.
- Budgeting and P&L responsibility.

Fraud Prevention Manager- Administrative Operation***Feb 1999 – May 2000***

- Developed and implemented fraud-prevention policy and procedures, which resulted in the lowest change-back percentage among all Syrius Digicom call centers (half of one percent).
- Established customer-service guidelines in the Administrative operations Department.
- Monitored the productivity of the Outbound Sales Department.
- Trained and managed 22 Fraud Prevention agents, 16 Administrative Operation Supervisors and 1 Outbound Sales Supervisor as well as functioned as an acting assistant site manager.

EDUCATION**Bachelor of Arts/ Psychology****1995 - 1999**

UNIVERSITY OF TEXAS – Austin, Texas