

Katara Bickmore

Operations Manager

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📍 75065 W Arlington Blvd,
Arlington, TX 76006

Education

**Bachelor of Science in
Operations Management at
University of Houston**

Sep 2013 - May 2017

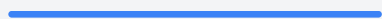
I have learned how to manage and optimize complex processes and systems.

Links

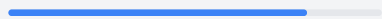
[linkedin.com/in/katarabickmore](https://www.linkedin.com/in/katarabickmore)

Skills

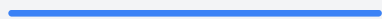
Communication



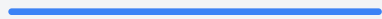
Organization



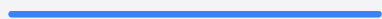
Planning



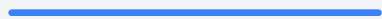
Time Management



Problem Solving

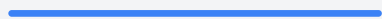


Conflict Resolution

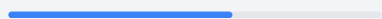


Languages

English



Bengali



Hobbies

Organizing

Crafting

Baking

Profile

I am an experienced Operations Manager with over 5 years of experience in managing and developing teams, improving process efficiency, and reducing costs. I have a proven track record in increasing productivity, quality, and customer satisfaction levels. I am a motivated leader who can work well under pressure and thrive in fast-paced environments. I am looking for an opportunity to use my skills and knowledge to contribute to the success of a company.

Employment History

Operations Manager at Alorica, TX

Jun 2022 - Present

- Led a team of 12 in the daily operations of a busy call center.
- Ensured that all calls were answered within 3 rings and resolved within 10 minutes.
- Trained new hires on company policies and procedures.
- Monitors real-time data to make necessary adjustments to staffing levels.
- Recognized by upper management for successfully reducing operational costs by 15%.
- Implemented new quality assurance measures which resulted in a 50% reduction in customer complaints.

Assistant Operations Manager at Sutherland, TX

Sep 2017 - May 2022

- Led a team of 12 in the daily operations of a busy call center.
- Answered an average of 100 calls per day while maintaining quality standards.
- Trained new employees on company policies and procedures.
- Monitored employee performance and provided feedback to improve productivity.
- Resolved customer complaints in a timely and efficient manner.
- Implemented process improvements that reduced average handle time by 30 seconds.

Certificates

Certified in Production and Inventory Management (CPIM)

Nov 2020

Certified Supply Chain Professional (CSCP)

Aug 2019

Memberships

American Production and Inventory Control Society (APICS)

Institute for Supply Management (ISM)