

FOUNDATION
2004–2015 | JPS

Built service standards
Led regional operations

Impact
Consistent national delivery

COMMERCIAL & PROCESS
2015–2017 | Digicel • VM

Enabled data-led growth
Strengthened regulatory processes

Impact
Improved decision quality

SERVICE DELIVERY
2017–2020 | Sutherland

Scaled multi-client operations
Standardized quality & performance

Impact
Higher CSAT, lower attrition

ORG EXCELLENCE
2020–2021 | Lake Group

Aligned strategy and execution
Embedded OKRs

Impact
Execution discipline

ENTERPRISE OPS
2022– 2026 | IBEX • Sagility

Led geography-wide operations
Advanced operational maturity

Impact
Sustained client confidence



Executive leader with deep experience across utilities, telecoms, financial services, and global BPO operations, delivering performance and client value at scale.