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Foundever is a global leader in the customer experience (CX) industry. With 170,000 associates across the globe, we're the team behind the best experiences for +750 of the world's leading and digital-first brands. Our innovative CX solutions, technology and expertise are designed to support operational needs for our clients and deliver a seamless experience to customers in the moments that matter.

In this role, you will ensure the design, development, implementation and measurement of quality programs, processes and initiatives; the standardization and alignment of these activities across EMEA and the improvement of quality processes across the Project River locations to support the strategic global account in achieving PEAK performance.

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A minimum of five years in an operations or Quality role

Ability to gather and analyze data, evidence and prepare reports, status updates.

Strong leadership skills focused on quality and achieving goals, with the ability to meet challenging deadlines.

Wide experience in the service and BPO industry

Experienced operational or project manager for change management or continuous improvement activities

Education

Bachelor's degree in business management or similar

Certifications and Licenses

COPC and/or Six Sigma Certification (advantage)

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