

Summary

Proficient Workforce Analyst adept at collecting, evaluating and modeling data sets to make forward-thinking improvements to workforce plans. Well-organized and knowledgeable with top skills in complex problem-solving and strategic decision-making. Prepared to offer 20 years' experience and seeking a dynamic new position.

Skills

- Compiling data
 - Maintaining service levels
 - Report writing
 - Developing models
 - Determining staffing needs
 - Workforce management tools
 - Operational improvement
- Problem resolution
 - Relationship development
 - Customer service
 - Process improvement
 - Team management
 - Business operations
 - Team building

Experience

Senior Workforce Management Analyst, 05/2019 to Current

Humana Inc. – Pompano Beach, FL

- Collaborated with senior and department leaders to develop and implement workforce plans.
- Developed new-hire training materials regarding all attendance and schedule matters.
- Determined appropriate schedules and made proactive adjustments to meet coverage and service objectives.
- Handled all schedule-related requests, including PTO, shift swaps and overtime.
- Delivered consistent and quality mentoring, training and onboarding for teams of contractors and staff members.
- Connected with operations to relate any system changes and integrate customer feedback into improvement processes.
- Managed creation and implementation of Employee Engagement Manager and systemic improvements.
- Achieved client vision and objectives through effective strategy development and execution in coordination with management teams.
- Performed Bi-monthly system maintenance by handling security verifications of all systems and processes.
- Provided technology consultation for growing businesses, making recommendations and upgrading existing systems.

Workforce Management Analyst, 03/2017 to 05/2019

Abm – Pewaukee, WI

- Created workforce planning and development models for quarterly scheduling and processes.
- Determined appropriate schedules and made proactive adjustments to meet coverage and service objectives.
- Created and updated different documents, reports and spreadsheets with software such as Microsoft office.
- Collaborated with senior and department leaders to develop and implement workforce plans.
- Handled all schedule-related requests, including PTO, shift swaps and overtime.
- Analyzed and evaluated architectural Adherence needs to improve strategies and determine overall costs.
- Oversaw systematic upgrade projects, including requirements analysis, milestone management and stakeholder relations.

School Assist Agent, 02/2016 to 03/2017

Dialamerica – Westlake, OH

- Engaged customers and provided high level of service by carefully explaining details about documents.
- Resolved school certification issues quickly through meticulous research and follow up.
- Cultivated professional relations to establish long-term profitable partnerships.
- Analyzed customer needs and provided best options, upselling products and services.
- Provided excellent service and attention to customers when face-to-face or through phone conversations.

Call Center Sales Representative, 08/2015 to 02/2016

Beyond Meat – Philadelphia, PA

- Utilized scripted sales strategies to converse with customers reached by manual dialing and automatic systems.
- Set up new accounts and listed personal, demographic and payment information in system.
- Provided timely, courteous and knowledgeable responses to information requests.
- Recognized by management for providing exceptional customer service.
- Worked closely with team members to deliver project requirements, develop solutions and meet deadlines.
- Improved operations by working with team members and customers to find workable solutions.

Culinary Manager, 10/2014 to 02/2015

Jack In The Box, Inc. – Ellisville, MO

- Collaborated with front of house manager to coordinate marketing, special events and menu changes.
- Managed foodservice side of restaurant including scheduling, cooking, tasting, ordering ingredients, inventorying and preparing menus.
- Monitored kitchen staff to ensure compliance with company expectations of taste, speed and presentation.
- Streamlined kitchen functions through supply reorganization and communication with front-of-house manager.
- Completed reports outlining meal numbers, service efficiency and various contributing costs.
- Established and managed effective controls for labor and inventory costs.
- Adhered to all company food, safety, quality and sanitation policies.
- Maximized food quality by closely monitoring shipments, preparation and food handling by team members.
- Enforced staff performance and service standards to deliver consistent and positive customer experiences.

General Manager, 05/2013 to 10/2014

Barnes & Noble, Inc. – Marlton, NJ

- Managed and improved requirements, gaps analysis, training and development and new program rollout resulting in improved customer service and over the top operations.
- Directed safety operations and maintained clean work environment to adhere to FDA and OSHA requirements.
- Diminished financial discrepancies by monitoring quotes, production and material planning and bank reconciliations.
- Trained over 50 employees on business principles, best practices, protocol and system usage.
- Tracked monthly sales to generate reports for business development planning.
- Mitigated regulatory risks by overseeing compliance visits and adhering to protocol.
- Managed shrink processes and inventory levels for corrective action planning to save costs.
- Delivered exceptional client experiences through hands-on leadership of associates and managers.
- Forecasted outlook by mitigating operational risk and compiling performance, financial, headcount and AUM data.
- Built and maintained loyal, long-term customer relationships through effective account management.
- Forecasted sales, allocated resources and managed labor to improve productivity metrics by 5%.
- Enhanced operational performance by developing effective business strategies, systems and procedures.
- Trained, managed and motivated employees to promote professional skill development.
- Established clear performance goals and metrics for revenue, P&L, customer service and customer retention.
- Complied with company policies and government regulations to prevent and detect rule violations and protect organization from fines and lawsuits.
- Designed sales and service strategies to improve revenue and retention.

Kitchen Manager, 01/2006 to 05/2013

Beyond Meat – Chicago, IL

- Oversaw meal preparation and monitored food handling to encourage safety.
- Motivated kitchen staff by establishing goals to increase productivity and quality.
- Interviewed, hired and supervised back of house staff to clean tables, remove dishes, take food to tables and assist servers and bartenders.
- Trained employees on cooking techniques, safety standards and performance strategies.
- Implemented surface and equipment schedules and standards to maintain clean, neat and sanitized kitchen.
- Maximized team performance by training new employees on proper food handling, guest expectations and restaurant protocols.
- Worked with vendors to establish strong relationships and maintain proper inventory supplies.
- Received, organized and rotated paper goods and food ingredients.
- Developed and implemented strategies to enhance team performance, improve processes and increase efficiency.
- Sought out and implemented methods to improve service and team performance to boost business sustainability.
- Enforced staff performance and service standards to deliver consistent and positive customer experiences.
- Reconciled daily transactions, balanced cash registers and deposited restaurant's earnings at bank.
- Maximized food quality by closely monitoring shipments, preparation and food handling by team members.
- Kept food storage and preparation equipment in good working order to maximize safety and cost-efficiency of operations.
- Controlled portion sizes and garnishing for optimal cost controls.

Culinary Manager, 10/2001 to 01/2006

Red Lobster Hospitality LLC – City, STATE

- Managed foodservice side of restaurant including scheduling, cooking, tasting, ordering ingredients, inventorying and preparing menus.
- Monitored kitchen staff to ensure compliance with company expectations of taste, speed and presentation.
- Streamlined kitchen functions through supply reorganization and communication with front-of-house manager.
- Completed reports outlining meal numbers, service efficiency and various contributing costs.
- Established and managed effective controls for labor and inventory costs.
- Adhered to all company food, safety, quality and sanitation policies.
- Enforced staff performance and service standards to deliver consistent and positive customer experiences.

Education and Training

Hospitality Administration And Management

Delaware Technical And Community College - Newark, DE

Accomplishments

Winner of the 2019 NICE/IEX Best Business Impact Award

Winner of the 2020 NICE/IEX Best Customer Impact Award

Sallie Mare Award of Excellence Winner June 2018

Sallie Mare Award of Excellence Winner November 2018

Sallie Mare Award of Excellence Winner November 2019