

CHANDAN KUMAR

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Professional summary: -

Analytical and results-driven **Capacity Planner / Workforce Management Specialist** with proven experience in **long-term and short-term forecasting, staffing models, shrinkage analysis, and resource planning**. Skilled in **data-driven decision-making, report automation, and performance reporting** to support business goals and service delivery. Adept at collaborating with **outsourcing partners, operations, and HR teams** to ensure accurate **capacity solutions, business continuity, and optimal staffing levels** across processes. Experienced in preparing **partner-wise performance dashboards, SLA reports, and utilization insights** to drive efficiency, accountability, and continuous improvement.

Skills: -

- Excel | Power BI | SQL | WFM Tools | Scheduling | Planning | VBA (basic)
 - Analytical Thinking | Problem Solving | Communication | Stakeholder Management.
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Work History: -

WFM Lead

08/2023 to 10/2025

WNS Global Services – Gurugram

- Build and maintain **Power BI & Excel dashboards** for real-time visibility of staffing coverage, schedule efficiency, SLA, and utilization metric.
- Collaborated with partner teams to ensure adherence to **SLA, quality, and compliance standards**.
- Developed and maintained **daily, weekly, and monthly reports** tracking performance metrics and partner KPIs.
- Conducted **business performance reviews** with stakeholders and recommended data-driven process improvements.
- Develop **short-term and long-term staffing plans** by analyzing historical

data, volume trends, and seasonality patterns.

- Create **agent schedules and shift plans** aligned with forecasted demand, service level goals, and business requirements.
- Maintain capacity models including shrinkage, occupancy, utilization & FTE requirements.
- Support **business expansion and ramp-up planning** by identifying resource and infrastructure needs in advance.
- Collaborate with **Operations and HR** teams for hiring, training, and schedule adherence planning.

Team Lead

11/2019 to 06/2023

Snapdeal.com – Gurugram

- Managing **outsourcing partners, optimizing team performance**, and ensuring **alignment with business objectives**.
- Adept at tracking and analyzing key **operational metrics** such as **AHT (Average Handle Time), Service Level (SL), and Shrinkage**.
- Skilled in preparing detailed, **partner-wise performance reports and scorecards** to drive **accountability and continuous improvement**.
- Expert in **skillset mapping** based on **business volumes and process requirements** to ensure **optimal staffing**.
- Additionally responsible for **user lifecycle management**, including **ID creation for new hires and deactivation for exits**, maintaining **compliance** and **data security protocols**.
- Ensure appropriate **staffing levels** across different **channels and skill groups**.

Senior Executive WFM

06/2016 to 11/2019

Concentrix – Gurugram

- Prepare daily, weekly, and monthly reports and dashboards to track performance, staffing, and operational metrics.
- Develop weekly schedules and rosters based on headcount requirements using IEX Tool and business forecasts.
- Create and maintain capacity projection models leveraging historical data and actual headcount trends for accurate planning.
- Ensure accuracy, consistency, and reliability of all reports generated from the WFM department.
- Identify and highlight process gaps, partnering with Operations and Partner teams to implement corrective measures.
- Collaborate with Operations to address opportunity areas from a WFM and resource optimization perspective.
- Manage intraday schedule changes and coordinate multi-skill training sessions to optimize resource utilization.
- Oversee user lifecycle management, including ID creation and deletion within defined TAT to ensure compliance and security.
- Maintain and update leave tracker and leave calendar to support real-time staffing visibility and absence management.

Senior WFM Executive

02/2014 to 05/2016

Snapdeal.com – Gurugram

- **Monitor intraday contact center performance metrics** in real time to ensure adherence to **service level goals** and **staffing efficiency**.
- **Analyze call volume trends, average handle times (AHT), and agent adherence** to proactively identify performance gaps.
- **Detect trends and anomalies** impacting **service levels**, initiating corrective actions promptly.
- **Make data-driven, real-time decisions** to manage unexpected fluctuations in **call volumes or staff availability**.
- Execute **intraday schedule adjustments** to maintain optimal **agent coverage** and **service delivery**.
- Coordinate with team leaders for managing **breaks, lunches, and offline activities** without impacting operations.
- Ensure **staffing alignment** across multiple **channels, queues, and skill groups**.
- Oversee **queue prioritization** and **call routing strategies** to balance workload effectively.
- Coordinate **overflow handling and support plans** to manage high-volume situations.
- Prepare and distribute **intraday performance reports** for leadership visibility and quick decision-making.
- Maintain **clear, consistent communication** with stakeholders regarding **schedule changes, real-time performance, and expected outcomes**.

Wipro – Noida

- My primary responsibility is to handle inbound and/or outbound customer calls.
- Efficiently addressing and resolving customer complaints, queries.
- Service-related issues in a timely and professional manner.
- Strive to deliver a positive customer experience by demonstrating empathy.
- Active listening, and effective problem-solving skills.

Education: -

06/2011

Bachelor's: BBA

Magadh University - Bihar, Gaya

Core Strengths

- Reporting & Dashboards.
- Capacity & Staffing Models
- Forecasting & Trend Analysis
- Hiring & Ramp Planning
- Shrinkage & Attrition Modelling
- WFM Tools (IEX / NICE / Genesys / CMS / Avaya / Cisco)
- Advanced Excel, Power BI, SQL
- SLA / Occupancy / Headcount Planning
- Scenario Modelling & Reporting