

## **Professional Summary**

Previously worked within the workforce management space for Woolworths group with responsibilities related to facilitating the fulfilment of forecasts and targets through stakeholder engagement, recommendation.

I am a web developer with a range of experience in building websites for multiple companies.

## **Education**

### **Coding Bootcamp**

**May 2024**

University of Sydney

## **WORK EXPERIENCE**

### **Real Time Analyst | Woolworths Group**

**July 2022 to present**

Woolworths Online Customer Service Hub

- **Scheduling and Resource Management:** Managed annual leave requests, adjusted schedules, facilitated team movements and off-boardings, set up and adjustment of profile skills and queues.
- **Strategic Planning:** Providing proactive and reactive recommendations and actions in response to impacts to coverage, unexpected events or business changes directly impacting contact volumes.
- **Communication and Updates:** Hosting daily huddles to communicate higher management updates, actions made and forthcoming initiatives for the remainder of the day/week.

## **Technical Skills**

Familiar: Html, CSS, JavaScript

## **Referees**

Available upon request.