Juan Manuel Ramirez Cruz

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WORKFORCE MANAGER

Dynamic workforce management leader with proven success in optimizing staffing, boosting efficiency, and exceeding customer service goals. 4+ years of experience in real-time monitoring, scheduling optimization, forecasting, and workforce capacity planning. Adept at leading teams, implementing process improvements, and developing initiatives to maximize productivity. Excel at problem-solving and coordinating workforce management teams in fast-paced environments.

AREAS OF EXPERTISE

Professional skills:	Team Development	Data Analisys	Problem Solving	Bugetting
	Time Management	Forecasting	Report Generation	Adaptability
	Qualitative Reseach	Data Gathering	Project Management	Data input

Technical skills:	MS Excel	Alvaria - eWFM	Amazon Connect	Five9

PROFESSIONAL EXPERIENCE

Aprende Institute   **Sep 2024 - Jan 2025**
Workforce Forecasting Coordinator
Accomplishments:
- Developed and implemented an operational staffing plan aligned with the company's peak season marketing and finance objectives, ensuring adequate staffing levels to meet the lead investment plan.
- Trained the Workforce Management back-office team on forecasting concepts and best practices, enhancing their skills and improving the overall accuracy of workforce projections.
- Implemented a new scheduling model for the salesforce team, resulting in a 6% increase in successful connected calls and improved customer service.

Alexandra Lozano Immigration Law   **Sep 2023 - Mar 2024**
Workforce Planning Manager
Accomplishments:
- Founded and led the Workforce Planning department, establishing key processes and procedures for optimizing staffing levels and resource allocation.
- Developed and implemented strategic workforce plans aligned with business objectives, resulting in an 8% increase in team productivity within 3 months, exceeding initial project goals.
- Partnered with diverse departments (Legal, Sales, Training, Customer Support) to analyze staffing needs, identify skill gaps, and implement data-driven hiring strategies.
- Prepared and presented regular reports to the COO on the productivity and financial performance of nine operative teams, providing actionable insights for informed decision-making.
- Managed office space capacity across six locations, ensuring efficient utilization and preventing overcrowding while supporting business growth.

Teleperformance   **May 2022 - Sep 2023**
Workforce Manager

Accomplishments:

- Supervised and improved the performance of a 32-person Workforce Management team, encompassing capacity planning, scheduling, and real-time analysis, resulting in enhanced customer experience for seven diverse clients across retail, tech support, sales, and gaming industries.
- Developed and delivered daily, weekly, and monthly productivity reports and insights to key stakeholders, enabling data-driven decision-making and improved operational efficiency.
- Led critical Workforce Management meetings with clients, serving as the primary point of contact for all client-related WFM inquiries and ensuring effective communication and issue resolution.
- Developed and implemented strategic hiring plans aligned with client SLAs and company profitability, optimizing staffing levels and minimizing operational disruptions.
- Successfully led bi-weekly and monthly invoice reconciliation meetings with six clients, ensuring accurate and timely billing for services rendered and maintaining strong client relationships.

Teleperformance   **Aug 2021 - May 2022**
Workforce Senior Analyst

Accomplishments:

- Developed and presented diverse hiring scenarios to operational managers, based on campaign productivity trends, enabling data-driven staffing decisions and improved operational forecasting.
- Designed and delivered engaging training programs on workforce management principles, advanced Excel functions, and statistical analysis to new hires and operational leaders, enhancing their skills and improving overall team performance.

Teleperformance   **Mar 2021 - Aug 2021**
Workforce Forecasting Coordinator

Accomplishments:

- Proactively identified and addressed scheduling gaps for a high-volume campaign of over 900 employees, resulting in a 3% improvement in scheduling efficiency.
- Streamlined communication and centralized requests for a team of five schedulers, enhancing operational efficiency and improving team coordination results and request turnaround time.

Teleperformance   **Dec 2020 - Mar 2021**
Workforce Scheduler

Accomplishments:

- Developed and optimized six-week schedules for over 400 agents, ensuring optimal resource allocation and maximizing productivity while meeting service level agreements.
- Maintained and updated the operational roster for a high-volume campaign with over 900 employees.

Teleperformance   **May 2020 - Dec 2020**
Workforce Real-Time Analyst

Accomplishments:

- Monitored real-time agent performance for 250 employees, proactively identifying and addressing staffing gaps to ensure adherence to service level agreements and deliver an exceptional customer experience.
- Analyzed and reported on key real-time metrics for multiple lines of business, providing critical insights to management for informed decision-making and operational adjustments.

EDUCATION

Centennial College - Toronto, ON   **Jan 2025 - Present**
Advanced diploma in Artificial Intelligence - Software Engineering Technology

Universidad de Los Andes - Bogota, Colombia   **Aug 2014 - Apr 2020**
Bachelor in Business Administration