

SR. WORKFORCE MANAGER

Summary

Results-oriented Workforce & Relationship Manager with diverse background in management & customer service. Dedicated to providing excellent customer service and making operational and procedural improvements that drive savings.

Experience

12/2014 to 05/2015

Sr. Workforce Manager Company Name - State

- 33% reduction of non-productive agent time (+/-600 workforce) Forecasted 14 million yearly contacts within +/- 5% of projection FY16 Q1 savings of \$250,000 thru allocating volume on/offshore Reduced hours onshore by 46%; \$17 million saved annually Saved \$1.14 million annually & 30% performance improvement Launched three T-Mobile stores; net revenues of \$600,000 annually Volunteer work and community-wide outreach activities Bluestem (e-Commerce) - Workforce Planning Manager (Pennsylvania) 07/15 - 10/16 Managed onshore team of five (5) workforce & Kronos analysts, seven (7) Quality Assurance analysts & to ensure optimum deliverables for account management along with two (2) Reporting analysts Supervised real-time team of four (4) at two (2) onshore locations; maintaining intraday allocation to budget to achieve various service level objectives for Sales & Customer Services queues Forecasted 14 million yearly contacts (hitting within +/- 5% of projection), on/offshore, within budgeted target in a 7 by 24 setting to ensure contractual compliance with penalty avoidance Allocated forecasted volume on/offshore to budget; FY16 Q1 savings of \$250,000 Reduced non-productive time by 33% thru schedule optimization (+/-600 workforce onshore) Facilitated 14 weekly forecast meetings between clients to keep abreast on impacts to \$1 Billion projected forecast Assumed leadership point of contact in absence of executive management Developed & coached team members through departmental cross-training to ensure business continuity Lead creation & revision of (non-existent/outdated) departmental SOPs for Workforce, Kronos & QA to provide consistent guidelines & training materials resulting in a 16% departmental manpower reduction and \$100,000 annual savings Modified Hours of Operations that reduced onshore hours by 46%; saving \$17 Million annually while boosting employee morale Managed a team of four (4) enterprise schedulers along with six (6) indirect support & real-time staff both on & offshore; 7 by 24 Managed workforce department for Alorica's