Shreya Bilgaiyan

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WFM Lead | Capacity Planning & Scheduling | Real-Time Operations

PROFESSIONAL SUMMARY

Analytical and performance-driven Workforce Management Lead with experience managing 2000+ FTEs, leading analyst teams, and optimizing workforce operations across multi-LOB environments. Expertise in scheduling, real-time management, capacity planning , and WFM automation using Google App Script, Excel, Tableau, and Assembled.

Proven ability to improve staffing accuracy, reduce shrinkage, enhance utilization, and drive SLA adherence through data-backed decision-making and strong stakeholder communication. Adaptable to 24×7 operations, skilled in team leadership, client interaction, and process improvement.

CORE SKILLS

Workforce Management

Real-Time Monitoring • Scheduling & Rostering • Shrinkage Planning • Capacity Planning • Staffing Models • Intra-day Management • SLA & KPI Compliance • Volume Trend Analysis

Tools & Platforms

Assembled • Twilio • Salesforce • Activity Tracker • Tableau • Looker Studio • Google Sheets • Advanced Excel (Macros/VBA) • Google App Script • SQL • Python (Basics)

Leadership & Soft Skills

Team Management • Client Engagement • Root Cause Analysis • Reporting Automation • Data Interpretation • Stakeholder Communication • Problem-Solving • Cross-Functional Collaboration

Professional Experience

WNS Global Services

Lead Associate- WFM (Oct 2025 – Present)

. Leading a team of 8 Analysts and overseeing end-to-end WFM operations across 4 sub-processes (~2000 FTEs).
. Managing scheduling, HC management, shrinkage planning, and attrition analysis to maintain optimal staffing and utilization.
. Validating analyst outputs including forecasts, dashboards, staffing models, and RCA reports to ensure accuracy and operational alignment.
. Partnering with clients and internal stakeholders to review deliverables, drive forecast–staffing alignment, and ensure SLA adherence.
. Supervising real-time management, queue health, and escalation handling, improving TAT and service compliance.
. Supporting capacity planning, hiring recommendations, flexibility modelling, and operational readiness.
. Driving automation & efficiency initiatives across WFM and Operations, reducing manual effort and improving data visibility.
. Mentoring analysts on analytical thinking, WFM methodologies, forecasting logic, and stakeholder communication.
. Managed real-time workforce operations for 2000+ FTEs across 19 sub-LOBs using Assembled, Twilio, Salesforce & Activity Tracker.
. Produced real-time dashboards, Day-1 reports, shrinkage analysis & SLA performance insights for senior leadership.
. Conducted trend analysis, forecasting support, and staffing alignment, improving forecast accuracy and workload balancing.
. Introduced reporting automations using Google App Script, reducing manual workload and error rates.
. Optimized shift planning using linear scheduling, improving seat utilization and reducing understaffing periods.
. Conducted peer training and onboarding, strengthening team capability in RTA processes and best practices.
. Monitored KPIs including line adherence, productivity, delivery hours, and forecast-vs-actual performance.

Concentrix Daksh Services India Private Limited

Sr. Representative (Aug 2022 – Aug 2023)

. Delivered customer support for UK Banking (Chat) and US Telecom, consistently achieving KPIs.
. Mentored junior associates and contributed to team performance improvements.

TASKUS

Associate (Oct 2021 – April 2022)

- Customer support in a non-voice process in an international domain.
· Customized customer experiences to build brand loyalty.
· Handled customer concerns and escalated major issues to the supervisor.

Amazon (Bhopal)
VCS Associate (Sept 2020 – Oct 2021)
· Customer support in international domain for inbound calls as well as 6 months experience in non-voice process as well as 6 months experience in blended process
· Customer support in the primary and accounts team and maintained the scores more than 75%.
· Identified and resolved customer needs promptly and efficiently

Education

Integrated MBA (2018–2023)
Sant Hirdaram Institute of Management
- Graduated with 81%
- Member: Sponsorship Committee, Invitation & Hospitality Team
- Organizer: College Fest

PGDP in Data Science and Business Analytics (2024–2025)
Great Learning

Projects

Great Learning Projects (Affiliated platform with Great Lakes)
· Time series Forecasting
· SQL
· Machine Learning
· Predictive Modeling Project
· Inferential Statistics
· Statistical methods for Decision Making
· Python for Data Science - E-Commerce Revenue Management

WFM Projects
· Break Rescheduling Portal
· Realtime Dashboards

Certifications

· Simplilearn Skill Up Business Analytics: Excel Macros & VBA for Beginners
· TCS ion communication skills
· TCS ion accounting fundamentals
· Alison transformational leadership