

# Sukhpreet Singh

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## PROFESSIONAL SUMMARY

Results-driven Workforce Optimization and Scheduling Professional with extensive experience in workforce analytics, scheduling design, and staffing model optimization in large, fast-paced environments. Skilled in building and managing rotation schedules, ensuring compliance with collective agreements, and providing actionable insights through advanced analytics and reporting.

Proven ability to collaborate with operations, HR, and scheduling teams to maintain safe, efficient, and cost-effective staffing. Experienced with tools such as UKG (Kronos), Power BI, and Excel to analyze trends in overtime, sick leave, and staffing levels. Recognized for developing data-driven scheduling models and training team members in best practices for workforce planning and system utilization.

Educational background includes Postgraduate Certificates in Project Management and Supply Chain Management and a bachelor's degree in business and economics, providing a strong analytical and organizational foundation for strategic workforce planning.

## EDUCATION

### Canadore College

Mississauga, ON

*Project Management*

*Graduation Date: Dec 2024*

Project Planning, Risk & Quality Management, Cost Control, Leadership, Communication, Agile Methodologies.

### Fleming College Toronto

Toronto, ON

*Supply Chain Management Global Logistics*

*Graduation Date: April 2024*

Global Supply Chain Operations, Procurement, Inventory Management, Transportation Logistics, Data Analytics, Strategic Planning, and Operations Management

### Punjab University

Punjab, INDIA

*Bachelor of Arts*

*Graduation Date: Dec 2019*

Economics, Business Communication, Statistics, Organizational Behavior, Advanced Microsoft Excel, and Professional Communication

## WORK EXPERIENCE

### Concentrix

Gurgaon, India

*Senior Workforce Analyst*

January 2022 – July 2023

- Developed and optimized scheduling models and workforce plans to ensure operational readiness, efficiency, and compliance with staffing guidelines.
- Partnered with leadership teams to analyze coverage needs, forecast demand, and build optimized rotation schedules that balanced cost and service levels.
- Conducted schedule analytics and performance reporting, identifying trends in overtime, attendance, and workload distribution.
- Designed and maintained Power BI and Excel dashboards to visualize key staffing metrics, improving reporting efficiency by 25%.
- Provided guidance and training to managers and scheduling clerks on workforce systems, scheduling standards, and shift optimization.
- Collaborated with HR and operations to ensure adherence to scheduling policies and collective agreement terms.
- Supported continuous improvement initiatives focused on staff utilization, compliance, and scheduling process automation.

Teleperformance

Mohali, India

*Workforce Analyst*

November 2019 – July 2023

- Created, managed, and maintained staffing schedules and shift rotations to align workforce supply with service demand.
- Supported intraday management, making real-time adjustments to minimize idle time and maintain SLA targets.
- Produced daily and weekly staffing and attendance reports, identifying trends and opportunities for improvement.
- Collaborated with team leads to optimize schedule adherence and reduce absenteeism.
- Provided analytical insights and recommendations to enhance scheduling efficiency and compliance.
- Trained team members on schedule management tools, reports, and best practices in workforce optimization.

## **SKILLS**

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- Tools: UKG (Kronos), NICE IEX, Verint, Genesys WFM, Power BI, SQL, Microsoft 365, SharePoint, Tableau, Advanced Excel (Pivot Tables, Power Query, VBA Automation).
- Expertise: Scheduling & Rotation Planning | Workforce Optimization | Capacity Forecasting | Analytics & Reporting | System Administration | Labour Relations Support | Collective Agreement Compliance | Data Visualization | Leave & Overtime Analysis | Process Improvement.
- Professional strengths: Analytical Thinking | Stakeholder Collaboration | Training & Development | Decision-Making | Conflict Resolution | Confidentiality & Integrity | Adaptability | Process Optimization.