**Terry Martin**

**Workforce Scheduler & Analyst**

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**Personal Profile**

With 13+ years of workforce planning and analysis experience across 3 companies, I excel in implementing strategies that align with business goals. I collaborate with stakeholders, provide insights on staffing, scheduling, metrics, and process improvements to increase productivity, engagement, and satisfaction. I'm proficient in Workday, Genesys, and Excel, and adapt to new technologies easily. My strengths include effective communication, presentation to executives, and building strong relationships with stakeholders across business units. As a Workforce Analyst, I'll leverage my skills to optimize workforce utilization, increase efficiency, and reduce costs, contributing to your organization's success.

## **Work Experience**

*November 2021–May2022* **Scheduling Analyst,**

**AirBnB**

Dublin (remote)

I worked with various external partners to ensure staffing requirements for multiple workstreams – Phone/Chat/Messaging in six languages. These external partners were based in Europe, North Africa and South America.

* Ensured SLAs were met.
* Ensured Employed Hours were at planned levels for previous and future weeks.
* Worked with partners on Shrinkage and Absence.
* Worked with global Real Time Adherence team to plan or react to any day to change changes needed.

*April 2013–October 2021* **Scheduling Analyst,**

**Abtran**

Cork City

Scheduled for various accounts including Irish Water, Sky, Irish Life and Electric Ireland using IEX as main tool. These accounts are based in various offices in Ireland with two in Cork, one each in Sligo, Maynooth and Dublin.

* Creating rotations to meet call arrival patterns.
* Maintained Capacity Plans to track actual FTE against forecasted required FTE for short and long term.
* Created new hire accounts, CTs, MUs, Skills and Queues in WFM software called NICE IEX.
* Worked closely with Reporting team to create reports to assist Operations.
* Worked as point of contact with NICE and internal teams to roll out EEM, a new app for IEX.

*March 2008–March 2013* **Work Force Management Analyst,**

**Siemens/ATOS**

Cork City

* First two years as technical support
* Next 3 years on workforce management team
  + Forecast call volumes/AHTs.
  + Schedule for multi-language accounts.
  + Real Time analysis.

**Education**

*November 2022-Current* **Diploma in Full Stack Software Development**

Code Institute - Dublin, Ireland

*2016– 2019* **Bachelor of Science in Psychology**

Open University

*2006* **Certificate in Software Development**

FAS

*2002 – 2004* **Diploma in Applied Business Computing**

UCC

### **Interests/Additional Information**

* As a participant in the December Code Institute Hackathon, Re-Unify, I was able to showcase my coding skills and collaborate with other talented individuals.
* I am a big sports fan and a season ticket holder for Cork City FC.
* Football is a regular part of my weekly routine, and I love playing 5-a-side with my friends.
* I have a passion for acquiring new knowledge and skills.