

Object Admin and Reporting & Dashboards Object Admin and Reporting & Dashboards Salesforce
Object Admin and Reporting & Dashboards - BMI Mount Juliet, TN Dynamic and innovative
professional offering over 18 years of achievement driving organizational growth and performance.
Possess strong analytical, collaborative and decisive leadership skills. Proven ability to lead and
motivate cross-functional teams, build strong working relationships and develop individual talents.
Direct experience in contact center operations optimization. Work Experience Object Admin and
Reporting & Dashboards BMI - Nashville, TN March 2013 to Present Database Maintenance &
Operations Reporting Support Digital Signage Administrator & Graphic Designer BMI Care Launch
Support- Five9 IVR, Reporting Aspect, UIP & Five9 Admin backup Reporting Automation (SSRS):
Toad, SQL, MS Access, MS Excel Workforce Management Database Administrator
MEDSOLUTIONS - Cool Springs, TN March 2010 to March 2013 Db Admin) Business Intelligence
Developer & Analyst Workforce Scheduling Supervisor Planning and Forecasting Senior Analyst
Consumer Sales DELL, INC - Nashville, TN December 1999 to January 2010 Forecast staffing
needs to handle 5.5 million consumer sales calls to 1200 sales agents generating \$1.5 billion in
annual revenue; advise call centers on specific plans for hiring, staffing, overtime, attrition and agent
utilization Analyze long-term headcount strategy of sales call centers in the United States,
Panama, and El Salvador by coordinating with finance, marketing, talent acquisition, facilities,
training, and senior management Education certification RICE UNIVERSITY June 2017 Skills Data
analysis, Business intelligence, Business process improvement, Forecasting, Process improvement
Additional Information SKILLS & ABILITIES Workforce Management Call Center Forecasting
Business Process Improvement Business Intelligence Development Cross-functional Team
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