



# ADRIAN AUCHTERLONIE

WORKFORCE MANAGEMENT  
REAL-TIME ANALYST

## CONTACT

(435) 901-1423

ADRIAN.AUCH11@GMAIL.COM

DENVER, CO

<https://www.linkedin.com/in/aauchterlonie/>

## PROFILE

Data-driven, strategic thinker who is able to pivot quickly while maintaining an eye for project scope and top-level company goals. Creative problem-solver, skilled at uncovering actionable goals and data-driven insights that enable teams perform at their highest level.

## EXPERIENCE

### WORKFORCE MANAGEMENT REAL-TIME ANALYST

EZCATER | MAY 2019 - PRESENT

- Utilize analytics software (Periscope & Teleopti) to identify real time service level and staffing trends to determine ways to decrease shrink, average handle time, while still maintaining customer quality.
- Use Teleopti data to determine staffing impact and create customer service schedules to meet service level goals while being cost efficient.
- Analyzing real-time trends from Liberty and create solutions to increase service level.
- Work closely with Supervisors to address assignment changes, unscheduled absences or last-minute assignment/meeting needs to ensure meeting business goals, in order to drive down shrinkage while maintaining company culture.
- Support implementation of process improvements and technology upgrades.
- Monitor inbound communication volumes throughout the day to maintain our high service level agreement; allocates workforce resources to maximize headcount for customer service quality.
- Organize/update Agents schedules using the program, Teleopti, while monitoring their adherence.

### CUSTOMER SERVICE REPRESENTATIVE

EZCATER | AUG 2018 - MAY 2019

- Problem solved in order to answer catering partner and customer inquiries and resolve any concerns.
- Quickly learned to adapt to a changing processes, product and different inquiries.

### COPYRIGHT RESEARCH ASSISTANT

UNIVERSITY OF COLORADO, BOULDER | MAR 2018 - SEP 2018

- Led copyright research project to ensure that University of Colorado had the rights for an entire archival collection.
- Developed process to categorize physical elements of the collection, collect data on copyright right information and created script for canned emails and phones calls to gain legal access to materials, updated data base to ensure students had access to materials.
- Gained specialized search knowledge to pinpoint requested copyright information in archival collections

### DISTRICT SENATE INTERN AND CAMPAIGN TEAM MEMBER

UTAH SENATE | JUN 2016 - AUG 2016

- Coordinated targeted campaign canvassing from voter data base to better understand the community and political atmosphere, drive awareness and issue-based advocacy, and garner support for candidate.
- Researched environmental rules and code regarding proposed "Retail Bag Impact Reduction Program".
- Corresponded with constituents and other government agencies
- Organized a successful meet and greet event, including overseeing the invitation process and event logistics
- Managed and created content for the Utah Asian American Facebook page
- Developed community outreach strategies to improve campaign engagement

## EDUCATION

### B.A. IN POLITICAL SCIENCE AND MINOR IN ENGLISH LITERATURE

UNIVERSITY OF COLORADO, BOULDER | 2014 - 2018

## SKILLS

- Analytical Thinking
- Project Management
- Detail-orientated
- R-Studio
- Introductory training to SQL
- Problem solving
- Process Improvement
- Business Analysis
- Microsoft Excel / Google Sheets
- Google analytics