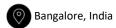


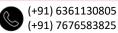
ANAGHA PRASAD

WFM professional skilled in IVR architecure design, Business planning, analysis, and cost optimization, with a strong focus on workforce management and operational efficiencies. Proficient in Power BI for executive-level reporting and predictive modeling, enabling data-driven decision-making.



anaghaprasad0807@gmail.com







WORK EXPERIENCE

WFE Analyst - (Nov 2022 - Present)
London Stock Exchange Group (LSEG), Bangalore, India

Workforce Enablement Analyst

- IVR Design architecture: Designed the IVR architecture for Customer support operations, including IVR designing, Call routing and Data architecture and analytics on IVR Usage
- Dashboard Architecture and System Integration: Designed dashboard architecture, selecting backend technologies to integrate systems and optimize data flows for better efficiency.
- Real-Time Business Analytics: Provided real-time analytics on business finance, pain index, and transformation opportunities, empowering leadership to make informed decisions.
- Strategic Dashboard Development and Management :Developed and managed a strategic Power BI dashboard to track KPIs and operational efficiency by integrating data from HR, Finance, Operations, and Reporting functions.
- Cross-Functional Collaboration: Collaborated cross-functionally to ensure accurate data integration, delivering actionable insights to support agile business planning.
- **Forecasting Model Development**: Designed a Python-based forecasting engine that improved forecast accuracy by 96.2% for budget planning.
- Task Automation and Data Connectivity: Utilized Power Apps to automate various tasks and streamline data connectivity, significantly enhancing operational efficiency.

WFM Analyst – (Feb 2022 - Nov 2022) TechWynk, Bangalore, India

Workforce Analytics

- Staffing Scheduling and Capacity Management: Published daily Agent Summary Reports and Power BI dashboards to provide insights into staffing levels, productivity, and overall capacity planning.
- Shift Planning and Resource Allocation: Provided strategic staffing recommendations and managed quarterly shift bids to align workforce availability with changing business needs, ensuring optimal service coverage.
- Workforce Forecasting and Reporting: Developed and maintained a range of workforce reports, including absenteeism, utilization, and headcount forecasting, to support accurate capacity planning and scheduling.
- Process Streamlining: Assisted in the development and maintenance of systems and process documentation to streamline workforce management and capacity planning activities.

WFM Analyst - (Sep 2015 - Dec 2021)

Concentrix, Bangalore, India

 Optimized staffing, developed Power BI dashboards for forecasting, provided performance insights to senior management, and managed real-time call traffic across multiple locations to ensure operational efficiency

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SKILLS

- IVR Design Architecture
- Call Routing & Dat Analytics
- Power Apps Chatbot Development
- Power BI Dashboard Development
- WFM Tools (IEX, NICE, Verint)
- Power Apps Automation
- SQL Developer Tools
- Database Management
- Real-Time Monitoring
- Forecasting, Planning, & Scheduling
- Strategic Dashboards
- Business Intelligence
- Annual Operating Plan



EDUCATION

Bachelor of Technology (B.Tech/B.E.) Computers Anna University, Salem, India



CERTIFICATIONS

PL 900 (Microsoft Power Platform Fundamentals)
PL 100 (Microsoft Power platform App Maker)
Business Analysis Fundamentals



LANGUAGES

English Malayalam













Automation



Gardening



Video Games