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.

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💼 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

🛠 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

Language	Level
English	■ ■ ■ ■ ■
Malayalam	■ ■ ■ ■ ■
Hindi	■ ■ ■ ■ □
Tamil	■ ■ ■ □ □

🎯 INTERESTS

Artificial Intelligence   Automation

Gardening   Video Games