

BRIAN NICHOLAS KING

Wilmington, NC | 910-233-9775 | bnk5532@gmail.com | [Linkedin.com/in/Brian-Nicholas-King](https://www.linkedin.com/in/Brian-Nicholas-King)

OPERATIONS REPORTING PROFESSIONAL

Exceptional proven experience as a Senior Analyst building reporting dashboards with the latest technologies and platforms. Impactful and resourceful professional able to design and develop tools that are easy to use, interactive and appeal to a broad audience, meeting and exceeding organizational goals. Insightful and strategic partner with an MBA degree conferred with honors and a 2021 recipient of the prestigious Operations Trailblazer Award for his contributions to a new dashboard launch that has had enterprise-wide reporting impacts. Core competencies include:

Take Action Reporting | Dashboard Development | Process Improvement | Trends and Forecasting
Customer Relations | Retention | Cross-Functional Leadership | Data Analysis | Account Management
Troubleshooting | Business Strategy | Contract Negotiation | Proposal Management | Training and Coaching

EXPERIENCE

Verizon, Wilmington, NC / Home Based

2009 - Present

Sr. Analyst – Operations, Verizon Consumer Group

Primarily responsible for any and all reporting with regard to absenteeism and leave-related data for a Sr. Manager, Director, and Vice President audience for the entire U.S.-based Customer Service, Tech and Specialty workgroups.

- Created a dashboard interface for leaders to quickly and efficiently view, track, interact and take action with respect to real-time attendance data.
- Regularly join VP calls to share insights, train leaders, and demonstrate enhancements with latest dashboard iterations, as well as upsell the value of these visualizations as it relates to their stakeholders and business priorities.
- Mastered use of the new Google Data Studio product for the purpose of creating both aesthetically pleasing, powerful, interactive, and end-user friendly visualizations.
- Took point with developers to create and maintain a webpage to house all attendance/leave resources, tools and reporting in one location to reduce redundancy and confusion for frontline leaders.
- Developed self-guided training materials for leaders to learn dashboard functionality, which better compliments the leader onboarding experience, as hiring occurs as needed and at irregular intervals.
- Took ownership and overhauled the Request-For-Termination (RFT) notifications process for efficiency gains through several time-saving tweaks to the auditing, tracking, and communications strategy.
- Audited hundreds of individual cases for RFT to ensure accurate time-reporting against all time management systems, compliance with Federal and State laws, consistency with HR corporate guidelines, mitigate risk and definitively assess the validity of a move-forward request before a final referral to the HR and legal teams.
- Insisted that peers cross-train in each individual's specialty and reporting responsibilities to achieve a certain level of interchangeability and encourage a thoughtful out-of-office plan to avoid interruption to stakeholders.

Coordinator – HQ Operations

Operated at the leading edge of a risk management team, partnered with call center business leaders, operations, and HR to ensure accurate time-keeping practices, leave-of-absence (LOA) claim reporting to vendors and adherence to headquarters HR corporate guidelines and compliance with Federal and State laws.

- Performed weekly time sheet audits to guarantee consistency and fairness across all support workgroups, which allowed leaders to focus entirely on business priorities.
- Maintained daily the internal record for STD, FMLA, Workers Comp, LTD and Workplace Accommodations.
- Monitored absenteeism trend analysis and worked with business leaders and HR to develop prevention strategies to drive down unplanned absences.

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EXPERIENCE (continued)

Coordinator – HQ Operations

- Identified LOA discrepancies and relayed corrections to the vendor used for claims administration.
- Worked daily with leaders to review, give notice and facilitate Corrective Actions for abuse of time.
- Assigned to directly support several Sr. Manager teams for all queries, corrections or consultations related to attendance or leave of absence.
- Regularly attended meetings as the SME to brief leaders on any policy changes, tool enhancements, new resources, as well as share best practices for combating the latest absenteeism trends.

Operations Analyst – CS Field Operations

Worked as a part of a small team that prioritized the implementation of a digital platform that promoted ideal behaviors as identified or aligned with the business objectives of the contact center call-taking population.

- Developed and maintained all stakeholder relationships, which included the operations staff, call takers, and all tiers of leadership.
- Managed the virtual economy, which involved proposing a monthly financial and shrink budget for the conversion of digital currency into tangible goods and temporary schedule adjustments.
- Maintained and read out on redemptions to gauge employee engagement, inform future budget requests and adjusted as necessary to ensure that the prizes were both motivating to employees and quantitatively sustainable.
- Served as the brand ambassador for the rewards and recognition platform, known as The Great Adventure, for the Wilmington and Charleston call centers and drove awareness campaigns in person and virtually.
- Uploaded prizes and stories into the backend of the vendor web-based software and troubleshoot as necessary when backend or front-end user experiences were impacted by raw data issues, glitches or user error.
- Backed up and collaborated with local operations in their campaigns to incentivize, reward and appreciate the customer service organization and help make their events a success in every way possible.

PROFESSIONAL DEVELOPMENT

Verizon Scrum Master | Verizon Agile Mindset Program | Verizon Lean Six Sigma (VLSS) Process Excellence Fundamentals | Verizon Project Management Fundamentals | Forensic Science Minor | Google Data Studio

EDUCATION

Master of Business Administration, M.B.A. with Acquisitions, Strayer University
Bachelor of Arts, B.A. in Anthropology, University of North Carolina – Wilmington