

Cyril Gayola

92 Green Bush Rd, Toronto Ontario, M2M 1P4 | (416) 994-5526 | c.gayola@gmail.com

Workforce Management

HIGHLIGHTS OF SKILLS

- Experience using Excel spreadsheets to maintain data records and weekly reports to managers
- Experience processing vacation or time off requests while maintaining company needs
- Experience measuring daily service demands using Erlang-C calculations
- Experience resolving phone and computer related issues from agents and working with IT
- Experience using AVAYA (CMS Supervisor), and Teleopti
- Experience monitoring staff in 4 different offices worldwide
- Flexible to work holidays and weekends, in addition to working or relocating at short notice

RELEVANT SKILLS AND EXPERIENCE

Workforce Analyst Management

Present

Sunwing, Mississauga ON

- Monitored Real-time operation of call queues and service levels
- Overlooked all staff in Toronto, Montreal, Kingston Jamaica and Atlanta United States
- Maintained weekly forecast reports to managers for review
- Maintained up to date performance reports with all supervisors and department managers
- Monitored live attendance and scheduled adherences while keeping a weekly report
- Made daily decisions to reduce or increase staffing to meet service level goals and cut costs
- Processed shift swap and time off requests while maintaining service levels
- Worked daily to meet service level goals using the Erlang-C calculation
- Adjusted schedules in adherence to the National and Provincial Labour Law
- Scheduled team or Training meetings while maintaining the company needs
- Made daily decisions to approve overtime or early leave requests
- Consulted Supervisors on service level advise and coaching opportunities of their agents
- Created and sent out company wide emails regarding internal announcements
- Assisted in implementing and training staff on using “Teleopti”
- Assisted in fixing phone and computer issues from agents

Travel Consultant

Sunwing, Mississauga ON

2018-2019

- Booked Vacations for Travel Agents and Direct Customers
- Handled irate customer calls resolving disputes and correcting booking files if necessary
- Advised clients of vacation spots, security and airport inquiries
- Sent on familiar trips to Cuba, Mexico, and Dominican Republic

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Warehouse Co-worker

IKEA, Mississauga ON

2016-2018

- Member of Ikea's Social and Sustainability committee
- Picked products for clients and achieved high picking rate
- Led a group of co-workers to a tree planting initiative in downtown Toronto
- Organized successful community initiatives for children shelters and food banks
- Co-worker of the month August 2017 and candidate for coworker of the year

Humanitarian

AIESEC CANADA, University of Toronto (Vitoria, Brazil)

2018

- 2 month volunteer work with an NGO to raise funds to renovate a community centre in the heart of a very dangerous town
- Successfully raised funds with the help of corporate and community sponsors
- Created workshops for children on how they can help the environment and their own community
- Got Brazilian National media attention of the project and raising awareness
(https://globoplay.globo.com/v/6848611/?utm_source=facebook&utm_medium=share-bar&fbclid=IwAR3LcuaEmDe0NLy3fX5s9mihy6v0CN-k7iqL-H9oJQFSf2LoHDTuJ3EibTI)

Solidarity in Action (Lima Peru)

2009

- Three week Humanitarian trip to the favelas of Lima for community developmental work
- Taught English and mathematics
- Presented our project to the Canadian embassy in Lima

PROFESSIONAL DEVELOPMENT

EDUCATION

B.A Liberal Arts and Professional Studies, major in Political Science

York University, Toronto Canada

2011

Professional Certification in Human Resource Management

2020

Broad College of Business Michigan State University, Michigan USA

SOCIAL MEDIA

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