**LaShanda Murphy**

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**Address:** 1304 Illinois Ave, Lancaster, TX 75134 **Phone:** 214-680-9720 **Email:** [lashandapeanut1@yahoo.com](mailto:lashandapeanut1@yahoo.com)

My expertise is in workforce management, call center management, customer service, and data analysis. I am a subject matter expert in scheduling, call routing, forecasting, and attendance tracking. Self-motivated, high energy, efficient, analytical professional; able to strategize and prioritize effectively to accomplish multiple tasks.

**Work Experience**

Verizon, Irving, TX

*Lead Specialist- Client Services Management, Supervisor-Workforce Planning & Analysis, Sr. Analyst-Resource Management, Analyst-Resource Management, Consumer Sales Consultant*

*August 31, 1999 – March 22, 2019*

I have more than 18 years of Call Center, force management, force administration, and forecasting experience, as well as experience working with the IEX / CMS work force management systems. Additional skill sets include effective verbal and written communication skills, strong math skills, experience working with graphs and charts, and strong interpersonal and leadership skills. Have the ability to interact and communicate with various centers, and demonstrate strong organizing, planning, analytical, and critical thinking skills as well.

The Client Services Management function is accountable for the post-sales relationship with the client; overseeing the operational health of Verizon Services from delivery through life cycle support. Ensures and may manage internal & external resources to deliver services and maintain their compliance with customer contractual commitments. Governs reporting and financial management relative to contractual commitments and SLA's, including Billing account strategy, setup and optimization. Responsible to coordinate the establishment of customer specific Service Plans with strategic focus on Continual Service Improvement.

Primarily responsible for establishing a lifecycle relationship with a dedicated client base. After we install a wide range of technologies at a client, the Client Services team is responsible for ensuring customer satisfaction every day. As a Client Services Specialist, I provided billing support, respond to customer inquiries, resolve service issues and implement action plans in a fast-paced, results-oriented accounts team. Monitoring KPIs across several technologies and implementing action plans when needed. Serving as an escalation point of contact for all service related matters to ensure customer satisfaction

The Supervisor-Workforce Planning & Analysisfunction is accountable for leading a team of seven management Senior Analysts, to ensure productivity, scheduling, and budget objectives are met. Responsible for implementing best practices in workforce management across all sites to ensure consistent processes and procedures. Also, responsible for conducting operational meetings to assess results and performance, training readiness and completion, daily shrinkage plan, and impacts to real-time adjustments and changes.

The Sr. Analyst-Resource Management function is accountable for responsible for providing training, coaching, and development to supervisors, analysts, and associates as needed, and must ensure adherence and compliance to national workforce management policies and procedures in all sites. Also, responsible for recruiting, hiring, and managing workforce analysts across all sites and must manage the team to optimize performance.

The Analyst-Resource Management function is accountable for responsible for analyzing and reviewing current practices and results for trends and opportunities for improvement, and must assist with the quick execution of executive communication regarding action plans to correct declining trends of call center performance and/or national events that impact call workload.

Additionally, decision-making and flexibility skills must be well developed to react to frequent operational changes and adjustments. I demonstrate an understanding of the principles, theories, and concepts of workforce management ideals, and partner with various cross-functional teams to gain sign-off and consensus on various projects and other work force management initiatives. In additional, received a Mastery certification of Call Center School Sept.20

COMPUTER SKILLS

Proficient use of Genesys IRD, Script Editor, Net Manager, EMPSx, ICM - PACR(Intelligent Contact Management) routing system, Webview, CCPulse, Avaya IPACD, SAP, PeopleSoft knowledge, IEX, Kronos, Total View, Oracle, MS Excel, Word, Access, Lotus Notes, vSAP experience, ETMS, Ve-CRM,Trust,10-key and Internet Web Browsers.

Additional Skills I Embrace:

* Call Center School Certification
* Facilitate team meetings, and action items where needed
* Able to work independently
* Ensure smooth communication within the project team and other cross-functional teams
* Excellent organizational skills
* Pays attention to detail
* Track tasks assigned to the project team and prepare regular status reports
* Demonstrated experience with verbal & written communications
* Leadership skills