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| Joshua R. Ortmann  Strong passion for technology and learning new topics!  4+ years experience with Microsoft Office stack, involving VBA, Power Query, and script automation to enhance existing processes for Workforce Management. | **561-306-9995**  **joshuaortmann@gmail.com**  [**github.com/**](http://github.com/yourthing)**green8ball**  [**/in/joshua-ortmann-955b9857/**](https://www.linkedin.com/in/joshua-ortmann-955b9857/) |
| WORK EXPERIENCESr. WFM Analyst — Infinity Sales Group, Boca Raton, FLAugust 2018 - PRESENT Provides staffing and analytical support for Time and Attendance issues surrounding agents. Implemented improved reporting metrics for staffing and call volume forecasting.  Streamlined existing processes to increase workload efficiency. WFM Analyst — Centerfield, Plantation, FLOctober 2017 - August 2018 Maintained robust reporting analytics for staffing, call volume forecasting, attendance, and call center skilling. Coordinated with Data Warehouse team in LA to ensure proper implementation of real-time reporting was in place within Tableau. WFM Forecast Analyst — Great HealthWorks, Hollywood, FLSeptember 2016 - October 2017 Utilized scheduled TV media airings to forecast call volume and provide staffing requirements to support projected call volume. Implemented MySQL database to increase efficiency for various reporting metrics. PROJECT EXPERIENCECCMS — Contact Center Management System Designed an employee management system specific for contact centers. This system allows for optimization of staffing to mitigate abandons. EDUCATIONLaunchCode, Location — January 2019 LC101 Programming Course and LiftOff Job Training | SKILLS **PROGRAMMING LANGUAGES**   * **• C#** * **• JavaScript** * **• Python** * **• VBA**   **FRAMEWORKS**  **• .Net MVC**  **ADDITIONAL SKILLS**  **• HTML**  **• CSS**  **• Git**  **• SQL**  **• PowerQuery M Language**    Powered by LaunchCode |