

Salem Irk Matthew Lombard

WFM Real-Time Analyst I | Aspiring Computer Engineer

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Professional Summary

3rd-year Computer Engineering student focused on AI, DevOps, Big Data, and Cloud Engineering, with professional experience in Workforce Management (WFM), customer operations, and localization QA. Skilled in Python, SQL, and advanced Excel/Power BI reporting to support reporting, real-time decision-making, process improvement, and operational performance in high-volume environments.

Skills

Technical Skills

- **Programming:** Python (OOP, pandas & NumPy), Java (OOP), SQL, C# (ASP.NET fundamentals), C++ (basic), HTML, CSS
- **Data & Reporting:** Excel (advanced formulas, Power Query; basic VBA/macros), Power BI, Google Sheets, Zendesk Explore, Amazon Connect Reporting, Google Looker Studio
- **Tools & Platforms:** Git/GitHub, Docker (basic), Jira, Zendesk (Admin/Chat/Explore), Amazon Connect, Selenium (basic), Microsoft Office 365, Slack
- **Databases & OS:** MySQL, SQLite (basic), SQL Server, phpMyAdmin, PowerShell (basic), Linux (Ubuntu fundamentals), Command Line (CMD)
- **Methodologies:** Agile, Scrum

Soft Skills

- Real-time decision making, prioritization, and ownership
- Analytical thinking and structured problem solving
- Leadership, coaching, and client communication
- Adaptability, resilience, and continuous improvement

Experience

Teleperformance Polska (Warsaw, Poland)

WFM Real-Time Analyst I / April 2025 – Present

Monitor real-time voice/chat queues, adherence, and intraday KPIs across 250+ agents; maintain 95%+ SLA compliance against client thresholds.

Produce hourly/daily/shift performance reporting in Excel and Power BI to drive intraday staffing decisions and service recovery actions.

Lead real-time escalations with Ops/WFM to manage shrinkage, backlog, and re-forecasting needs; apply skill-based reallocation to reduce idle time by ~15%.

Support Zendesk administration (access, skills, routing rules, operating hours) and contribute to Amazon Connect as Call center admin and creating call-flow adjustments.

Customer Operations Expert II (SME) & Support Agent / June 2024 – March 2025

Delivered customer support and consistently met or exceeded KPIs (AHT, SLA, QA/quality standards) in a fast-paced environment.

Promoted to Subject Matter Expert (SME) in November 2024; coached 15+ agents and supported performance management and quality calibration.

Used Power BI and Excel(beginner) to analyze trends and improve workflows, contributing to a reduction in average resolution time.

Tools: Zendesk, Jira, BackOffice; client communication via Outlook, Slack, and Teams.

Lionbridge Games

Localized Game Tester (LQA) / June 2024 – October 2024

Reported 200+ localization and functionality issues with clear reproduction steps; validated UI text, language, and layout across builds.

Verified translations and linguistic quality using CAT tools; tracked defects using Azure DevOps and Jira to support timely fixes and releases.

Projects

Helpdesk Ticket Tracking System (Personal Project)

Designed and built a full-stack web application for managing IT support tickets, including user authentication, role-based access (Admin, Agent, Customer), and ticket lifecycle tracking.

Implemented backend logic with a relational database and deployed the application online for live testing and demonstration. Focused on practical system design, database structure, and real-world workflow simulation.

- <https://helpdesktickettracker.onrender.com/>

❖ Passwords :

- **admin**, password: admin123
- **user1**, password: user123
- **agent1**, password: agent123

Education

Vistula University | Warsaw, Poland

BSc in Computer Engineering (Expected 2027)

Languages

English (Fluent, C2)

French (Basic, A2)