

SENIOR BUSINESS OPERATIONS ANALYST

Summary

Hardworking, dedicated, organized and flexible professional that easily adapts to change and is ready to take initiative immediately

Experience

Dish Network Corporation September 2015 to Current Senior Business Operations Analyst

Wah, NY

- Analyzing data, interpreting the results and identify opportunities for improvement in performance
- Developing and maintain tracking tools to help in optimization
- Partner with operations teams to plan short term and long term goals for the Enterprise
- Schedule 10,000 multi skilled agents globally
- Trend call arrival patterns and adjust staffing accordingly
- Determine skill need on an a skill site day of week and time of day using Workforce Management metrics
- Identify volume interruptions that impact contact center performance
- Configuration and implementation of Teleopti Scheduling Software for 10,000 agents

Abm February 2011 to August 2015 Workforce Management Analyst

Dublin, OH

- Develop and maintain daily reports
- Forecasting accurate workload needs for both Order Capture and Customer Service
- Determine needs and requirements to meet service level goals
- Create schedules and process time off within the Genesys platform
- Created and maintained Cost Benefit Analysis on work at home agents vs on-site agents

Evine August 2010 to February 2011 Workforce Scheduling Coordinator

City, STATE

- Create schedules in excel for 300 call center reps in two sites
- Manage time off requests/vacation balances
- Analyze call volume patterns and staff accordingly
- Participated in the implementation of a work at home program

Education

Rasmussen College 2009 Bachelor of Science : Business Management City, State, United States GPA: 3.90

Skills

Well-developed in communication, interpersonal, analytical, and problem solving skills

Technical Skills: Ultipro, Genesys WFM, Echcosystem Management, Teleopti Scheduling Software, Aspect WFM, Microsoft Office (Word, Excel, Access, PowerPoint, Outlook)