



Moises Casilla

WORKFORCE SR.
CAPACITY PLANNING
ANALYST

Details

Greater Salt Lake City
Area
385-216-0698
mcasilla413@gmail.com

Links

[LinkedIn](#)

Skills

Critical Thinking and
Problem Solving

Decision Making

Quantitative, Qualitative,
and Risk Analysis

Project Management

Ability to Teach and
Mentor

Microsoft Office

G Suite

NICE IEX Sales Support
Operations Software

HTML5, CSS3, JavaScript,
VS Code

SQL Workbench, Tableau

Languages

English

Spanish

Italian

Profile

4+ Years of Workforce Management experience. Dedicated individual focused on problem-solving and developing team member's strengths in order to build a dynamic and high-performance team that surpasses company goals and objectives. Strong focus on Workforce Management, Process Improvement, Business Analysis, Project Management, and Automation.

Employment History

Workforce Sr. Capacity Planning Analyst at Clear Link Technologies LLC

JULY 2021 — PRESENT

- Utilize deep expertise to identify and evaluate fundamental capacity issues through assessment of many opposing variables and influences to provide innovative and transformational solutions.
- Consult with and provide advanced guidance to leaders across the organization in determining how staffing decisions will impact the business.
- Apply knowledge, innovation, and critical thinking abilities to lead the team in accomplishing capacity planning objectives and workforce optimization.
- Work through complex assignments requiring independent action and a high degree of initiative to resolve and improve policies, procedures, and practices.
- Facilitate and assist in the development of team members, boosting their confidence and productivity in their roles.

Workforce Jr. Forecasting Analyst at Clear Link Technologies LLC

JULY 2020 — JULY 2021

- Analyze sales capabilities and evaluate distribution methods to proactively predict the customer contact volume trends in the market with accuracy.
- Manage and organize data to perform cost/loss optimization effectively and efficiently, maintaining high levels of accuracy and client satisfaction.
- Analyze forecast performance over time and implement model adjustments and refreshes when necessary.
- Assist in the creation of forecasting tools and models using mathematical and statistical techniques to determine continuous improvement opportunities.

Workforce Scheduling Analyst at Clear Link Technologies LLC

AUGUST 2017 — JULY 2020

- Highly skilled in developing, managing, and improving schedules according to the staffing needs of the organization.
- Oversee workforce management systems and models by preparing spreadsheets and graphics, documenting processes, and monitoring KPI's.
- Responsible for development and application of strategic sales initiatives.
- Work with managers to re-architect processes, spreadsheets, and systems, boosting productivity and efficiency within the team.

Education

Business Administration and Management, Salt Lake Community College

JANUARY 2016 — JUNE 2018

Software Engineer, Practicum by Yandex

NOVEMBER 2021 — PRESENT

Courses

Excel Clear2Clear, Clearlink

MARCH 2019 — MAY 2019

Intro To Coding, Clearlink

JANUARY 2021 — MARCH 2021

References

References available upon request.