



## Moises Casilla

WORKFORCE SR.  
CAPACITY PLANNING  
ANALYST

### Details

Greater Salt Lake City  
Area  
385-216-0698  
[mcasilla95@gmail.com](mailto:mcasilla95@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.