

MOHAMED VASEEMUDDIN



Manager – Workforce Analytics & MIS | Workforce Planning | Forecasting |

Real-Time Management

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GitHub Portfolio:

https://mshahidvaseem.github.io/mohamed_vaseemuddin_portfolio/

PROFESSIONAL SUMMARY

Strategic Workforce Analytics Leader (**15+ years**) with deep expertise in **forecasting, capacity planning, scheduling, real-time management, and SLA performance optimization** across global BPO and captive environments. Proven ability to build **statistical forecasting models**, streamline staffing, and deliver cost-efficient operational outcomes. Experienced people leader managing WFM teams, driving performance, goal setting, and executive reporting. Advanced proficiency with **Excel Copilot, Power BI, Genesys, NICE IEX**, and automation frameworks.

CORE COMPETENCIES

Probability & Statistics • Workforce Planning • Forecasting & Capacity Planning • Scheduling • Real-Time Management • SLA/KPI Governance • Statistical Modeling • Dashboards & Automation • Stakeholder Management • WFM Systems (IEX, eWFM, Avaya, Genesys)

TECHNICAL SKILLS

- WFM Tools: Avaya CMS, NICE IEX, Aspect eWFM, Genesys, Monet WFO, Zoom CC
- Analytics & BI: Power BI, Google Data Studio, Salesforce.com
- Data & Programming: MySQL, Python (basic), R programming (basic)
- Productivity: MS Excel (Advanced + Copilot), MS Office, MS Teams, Slack
- Statistical Methods: Time Series Forecasting, Erlang C

CAREER HIGHLIGHTS

- Improved **forecast accuracy by 30%** using Time Series and multivariable models.
- Reduced **SLA breaches by 15%** through enhanced real-time controls.
- Achieved **20% cost reduction** via optimized scheduling and staffing.
- Managed WFM delivery for **800+ agents across 9 languages**.
- Built performance dashboards improving productivity by **20%**.
- Led **BCP operations across APAC** during global disruptions.

EDUCATION

- Graduation, Bachelor of Science – Bangalore University - 2007
- PG Diploma in Applied Statistics (Pursuing) – IGNOU

CERTIFICATIONS & PROFESSIONAL TRAINING

- Business Analytics – IIM Bangalore
- Lean Six Sigma Green Belt, Python, SQL & R (Rattle) – Citrix

EXPERIENCE

HCLTech | Technical Architect – WFM | Apr 2024 – Present

- Reviewed previous day's performance metrics to identify trends, variances, and operational risks, ensuring alignment with business goals.
- Conducted quality audits of work completed by WFM team members, documented errors or process gaps, and delivered structured coaching to improve accuracy and performance.
- Supported the team in preparing business review decks and led daily/monthly client calls to present performance results, highlight risks, and drive process-improvement initiatives; maintained detailed MoM documentation.
- Facilitated team huddles and conducted 1:1 sessions to discuss individual performance, development goals, and coaching needs.
- Monitored real-time and daily operational KPIs, including absenteeism, training completion, skill profiles, and SLA metrics; maintained forecasting notes to track AHT, volume, and shrinkage variances.
- Managed intraday scheduling changes and maintained WFM systems with attrition updates, new-hire additions, and skill changes; executed intraday forecasting and scheduling using Erlang C, ensuring $\geq 90\%$ scheduling efficiency.
- Published bi-weekly schedules across multiple LOBs and optimized staffing plans to meet SLA and cost-efficiency targets.
- Led annual Q4 forecasting using time-series models to build accurate capacity plans supporting hiring, training, and budgeting decisions.

EARLY CAREER

- Cloud Software Group (formerly Citrix) | Bengaluru |
WFM Manager (Mgr-3) | September 2016 – March 2024
- TEKsystems | Bengaluru | October 2013 – September 2016
Manager – Global Operations | March 2015 – September 2016 |
Team Lead - Global Operations | October 2015 – March 2015 |
- Capgemini Technology Services (formerly iGATE) | Noida, UP |
Senior Associate – WFM | April 2011 - August 2012
- Concentrix Corporation (formerly Aditya Birla Minacs) | Bengaluru |
WFM Analyst | June 2008 – July 2010 & Dec 2010 – April 2011