**Keagan Cheatwood**

641 Spring Hill Drive, Murray Utah 84107 | Cell: (801) 635-5996 | Email: [kkid\_92@hotmail.com](mailto:kkid_92@hotmail.com)

**My Objective:**

Is to make a positive change. I strive to understand the most that I can and to help others to my fullest potential. I love to teach and help others so I’m constantly analyzing what the best options are in any given situation. My determination and strong empathy allow me to work well with all personality types and bring people together.

**Qualifications & Experience:**

* Over 5 years of customer service and communication-based experience.
* Strong analytical thought process; excellent for increasing efficiency while reducing waste.   
  A.K.A LEAN mentality.
* Very well versed in computing and IT concerns:
  + 75 + WPM.
  + High attention to detail.
  + Coding and programming background from A+ to .NET. (currently no certifications)
* 3+ years of data analytics, and forecasting. Including facilitating and managing meetings with senior leadership and peers. Working with software such as, Tableau, SQL, and other ACD systems.
* Highly autonomous and able to manage time, multi-task, and prioritize tasks of multifactored variables.
* Strong communication skills established through interactions with customers, peers, and senior leadership.
* Creative and out of the box thinking has caught the eye of many leaders and created many opportunities to facilitate change and improvements throughout my career.
* I establish great work relationships with my peers by having a positive attitude and ability to motivate those around me.
* I’ve worked for and been recognized for my abilities by great management at great companies and I hope for the opportunity to show you what I can offer as well.

**Professional Experience:** Companies, Positions, and Job Requirements.

**Netflix Customer Service, Salt Lake City, Utah** (July 2017 – July 2018)

**Real Time Analyst** (May 2015 – July 2017)

* Monitored current staffing and staffing needs.
* Scheduled and planned offline work during lowest online needs.
* Provided real time feedback and analyses to senior leadership.
* Improve overall efficiency of call center operations and staffing.
* Contributed improvements to the WFM team.

**Sutter Physician Services, West Valley City, Utah** (March 2013 – July 2017)

**Scheduling Analyst** (May 2015 – July 2017)

* Provided volume forecasts at all levels from interval to annual.
* Analyzed schedules and found ways to improve scheduling.
* Created staffing and hiring plans for future needs.
* Problem solving and data analysis; defining causes and solutions for intraday problems or irregularities.
* Communicating and presenting analyses.

**Patient Service Representative III (float pool)** (December 2014 – May 2015)

* Most advanced phone agent position with knowledge of multiple lines of business and operating within multiple lines simultaneously. Only for top performing agents; we self-managed our time and provided help as needed.

**Scrubbing Team Coordinator** (May 2014 – December 2014)

* Facilitate meetings, create training agenda’s, developed workflows, train and monitor multiple agents, facilitated training on standards of work, coaching on communicating with agents, and self-managing of time and resources.

**Patient Service Representative I & II** (March 2013 – June 2014)

* Responsible for assisting patients with calls regarding medications, appointments, and other clinical needs.

**Convergys call center. Salt Lake City, Utah** (May 2012 – March 2013)

**Customer Service Representative & Subject Matter Expert**

* Assisted customers with varying inquiries regarding credit cards, de-escalated customer concerns, provided advanced explanations, took escalated calls as the supervisor on staff, and resolved agent errors.

**Other previous employers**

* **Wendy’s**
* **PetSmart**
* **Granite School District**

**Academic Education:**

* **Olympus High School -** High School Diploma.
* **Salt Lake Community College –** No Degree, Studied Political Science and Philosophy.
* **University of Utah Coding Bootcamp –** Certification program to be completed 03/01/2019 for full stack web development. Coding languages include: HTML, CSS, JavaScript, jQuery, Node.js, and other PHP/ Server-side languages.