**Summary of Qualifications**

* Strong understanding of call centers, with excellent Operations Analyst background
* Experience in customer service, workforce management, training facilitation, process improvement, project management, reporting, and troubleshooting
* Possess excellent verbal and written communication skills
* Ability to present and communicate with senior management
* Adept at analyzing business processes and providing recommendations to leadership to improve procedures
* Advanced knowledge in Avaya CMS, eWFM, Interactive Intelligence(ININ), Witness, Quickbase, Excel, PowerPoint, Outlook, and Word

**Professional Experience**

Intuit, Arlington Heights, IL2011 – Present

**Senior Operations Analyst**

* Manages call volume and real time staffing using Workforce Management and ACD software to ensure service level goals are attained across the multiple Business Units.
* Performs real-time management, data analysis, reporting, staffing adjustments, call routing changes, troubleshooting, and issue escalation.
* Responsible for managing an individual incident through the Incident Management process, assessing technical requirements, and ensuring cross-team coordination to ensure resolution.
* Contributes and adheres to call center process compliance and improvement initiatives. Actively contributes towards projects for further improvement of the organization and the processes.

Fellow’s Staffing (Intuit), Schaumburg, IL2010 – 2011

**Payroll Service Specialist**

* Resolved payroll questions and inquiries with a high level of quality, always striving for first call resolution.
* Part of inaugural specialized team called IOP4A which supported accountants that generated a great deal of business for the company.
* Earned Certificates: Problem Solving, Exporting, and Print Troubleshooting

Allstate Insurance Company, South Barrington, IL2006 – 2009

**Customer Service Specialist**

* Analyzed and resolved member issues. Assisted Allstate agents with technology support and endorsements to enhance customer experience.
* Collaborated with the training department to help educate call center associates on new products and technology to increase effectiveness of customer care.
* Served as interim supervisor as needed, helping call center personnel by responding to escalated calls.

**Education**

Harper College, Palatine, IL

**General Management Certificate, 2013**