**SUMMARY**

A veteran call center leader specializing in exploring best practices while fostering new ideas to improve business performance, team development, and the efficient use of available resources.

Pertinent areas of focus:

* Workforce planning/scheduling
* Extensive knowledge of eWFM scheduling software and sister products
* Effective use of scheduling tools to maximum call center efficiency
* Call routing and IVR design
* Team Development
* Superior Customer Service
* Balance between employee and business needs

**PROFESSIONAL EXPERIENCE**

**COMCAST, INC.,** Woodridge, IL **October 1999 – August 2014**

Financial Analyst; Forecasting and Scheduling Professional; Resource/Workforce Analysis Manager; Resource/Workforce Analysis Supervisor; Customer Service/Sales Supervisor

Responsible for the nation’s largest cable operator’s Resource Management functions of employee resource forecasting, planning and scheduling, in conjunction with call volumes, arrival patterns and other various aspects of an inbound call center

**Career highlights include**

* Created the Resource Management department for the Greater Chicago Region
* Built eWFM specifications for call center usage
* Trained Workforce team and call center leadership on both eWFM and RTA
* Monitored and developed six ReM specialist and four Quality Assurance representatives
* Monitored call routing, making real-time changes when necessary to maintain State of Illinois 90/30 performance standards
* Created call routing and IVR designs to increase customer self-service and decrease customer wait-times
* Created and maintained shrinkage and staffing reports to track off-phone time and maximize employee productivity
* Interacted with front-line employees regarding scheduling concerns and conflicts
* Created and facilitated market-wide shift bids for 2,000+ employees and multiple outsourcers
* Created, maintained, and analyzed call forecasts for seven functional groups handling approximately one million calls per month
* Created, maintained, and monitored schedules for 2,000+ Customer Service/Sales representatives across four in-house call centers and two outsourcers to reach the Illinois specifications of 90/30
* Created yearly customer service staffing budgets for GCR
* Created and implemented processes and reporting to improve focus on off-phone time (shrinkage), availability, calls per FTE, AHT
* Aided in the development and deployment of CISCO call routing and call center telephone system

**EDUCATION:**

**B.S. in Business Management**, University of Phoenix