**Objective**

To apply a strong work ethic in a position that will enable me to use and expand my experience and skills in a fast paced, growth oriented company.

**Professional Experience**

**VITAS Innovative Hospice, Lombard, IL 04/02/12-Present**

**Workforce Management Analyst**

* Responsible for conducting the workload forecast and subsequent scheduling of staff for each call center for each contact type on an ongoing basis to ensure service levels and call center metrics are achieved.
* Perform trending and analysis of forecasts daily to continually interface with call center managers to understand the fast changing business needs and make updates where necessary.
* Work with call center managers to dynamically adjust schedules and staffing to achieve targeted outcomes on a real time basis.
* Evaluate the frequency of load balancing, average wait time, average talk time, after-call work and schedule adherence to modify schedules based on consistent findings to better optimize staff scheduled and achievement of service levels and customer satisfaction.
* Incorporate holidays, planned time off, training, team meetings and coaching into the scheduling scheme to ensure accuracy of forecasts and accomplishments of service levels.
* Monitor agent activities and schedule adherence on a real time basis to ensure target agent performance metrics are met and communicate findings to call center managers.
* Evaluate network routing logic to assess for opportunities to improve service level and performance.
* Instrumental as part of a team in the restructuring of Workforce Management in the call centers and assuring the integrity of the software application Calabrio Workforce Management (a Cisco product)

**ADP Elk Grove, IL. 01/10/11-03/28/12**

**Workforce Management Analyst**

* Manage and ensure that the appropriate service levels and productivity levels are maintained within the teams by effectively balancing call volume and resources among client service organization and where schedule changes needed.
* Continuously monitor Call Management System (CMS/Avaya) for incoming call volume and the NICE IEX system for real time adherence.
* Create and adjust schedules based on call volume forecasts.
* Administer exceptions to schedules in real time mode in the NICE IEX software.
* Closely monitor time off the phone activities to determine associate’s availability. Disseminate the information to Client Service Supervisors as necessary for coaching and developing.
* Manage all scheduling for Client Service Supervisors coaching and developing sessions.
* Prepare reports (i.e. daily operating reports, adherence, call analysis, etc.) timely and accurately for senior management.

**AT&T Wireless Schaumburg, IL. 01/02/1991-10/09/2009**

**Customer Service Manager 2004-2009**

* Review and maintain records of individual representative's performance, productivity and attendance for a team of 8-15 daily, monthly and quarterly.
* Monitor 2 calls per representative weekly for quality and accuracy.
* Coach representatives weekly one on one to review call observation results and statistics from Symposium reporting to measure success on reaching their goals as set by the company.
* Handled escalated calls from irate customers achieving one and done results.
* Prepare and deliver monthly and annual performance reviews to representatives based on statistics from Symposium reporting system, call observation results and attendance records as monitored through Kronos time session.
* Provide ongoing training and motivation for representatives through team meetings and one on one session.

**Regional Payroll Manager 2002- 2004**

* Responsible for accurately maintaining and processing bi-weekly payroll, including time entry, updates and adjustments for all associates in the Great Lakes region which encompassed 3 call centers with a total of 2500 representatives.
* Completed Payroll cycle audit procedure after weekly payroll processed.
* Instrumental in the implementations of national payroll systems and processes. PeopleSoft, TAS and Kronos.

**Cingular/SBC Wireless Hoffman Estates, IL**

**Workforce Management Specialist 1999- 2002**

* Create/analyze reports for daily, weekly, monthly and YTD call center scheduling, statistics and headcount for the region utilizing NICE IEX and Rockwell ACD reports.
* Regional events planner responsible for training and off-line activities using forecast intraday statistics.
* Conduct and communicate shift bid process.
* Monitor real-time reporting of multi call centers to ensure routing allocations were accurate and made real-time changes as needed.

**Ameritech Cellular Hoffman Estates,IL**

**Roaming Consultant 1997- 1999**

* Responsible for providing quality customer service to internal Ameritech personnel and to national/international roaming partners. Handled 35-55 calls per day. Duties included performing necessary updates to switches, provided support and investigated fraud and roaming related issues.

**Quality Analyst 1995-1997**

* Responsible for working cellular error reports and unguided usage report for all markets. Prepared monthly status and revenue assurance reports. Investigated and corrected customer/agent disputes on cellular promotions.

**Billing Consultant 1991-1995**

* Answered 45-65 incoming calls relating to the use of cellular phones and pagers with accuracy and in a timely manner while exceeding goals and statistics as set by the company. Assisted as lead consultant dealing with supervisory issues.

**Education**

Immaculate Conception High School, Elmhurst,IL Graduated:1980

Second City/Players Workshop, Chicago,IL Graduated : 1985