**Professional Experience**

**Sabre Hospitality Solutions, Southlake Texas**

**March 2014 – Present**

**Resource Manager**

* Implemented the utilization of Aspect eWFM, Empower and RTA in a contact center with 100 + agents, including Work from Home agents
* Led project which included a full Aspect eWorkforce upgrade
* Develops performance metrics and adherence goals with input from operations leaders.
* Analyzes contact volumes and patterns. Ensures staffing models include accurate, updated information.
* Captures, stores, and reports on historical statistics. Identifies contact volume trends on a weekly, monthly, and quarterly basis; reports the workload trends and staffing requirements to management teams.
* Utilizes Aspect eWFM software package to accurately forecast contacts – both short and long-term – and to determine staffing requirements. Communicates necessary adjustments to workforce requirements based on dynamic forecasts; re-forecasts when necessary.
* Provide timely and accurate management reports and analysis, including the creation and maintenance of regular and ad hoc reporting and the development of improved reporting processes using both Avaya CMS and Aspect eWFM.
* Accountable for timely delivery of agent schedules. Oversees proactive scheduling of discretionary activities such as training, meetings, and overtime.
* Ensures schedules make effective use of resources while meeting service objectives and scheduling accuracy goals.
* Responsible for development, implementation, and recurring review/update of the communication and reaction strategies to utilize when staffing issues are identified and adjustments are required. Analyzes and addresses escalated service delivery issues.
* Effectively leads professional staff to ensure client support expectations are met. Responsible for increasing awareness about Workforce Management and providing ongoing education to staff throughout the Contact Centers to ensure appropriate knowledge levels regarding general workforce management practices, including the effective use of workforce planning and adherence tools

**Mitchell International, Coppell Texas**

**November 2013 - March 2014**

**Sr. Workforce Analyst**

* Implemented Pipkins WFM and RTA in a contact center with 75-100 agents, including Work from Home and back Office Agents
* Worked with business leadership to coordinate processes to meet the operational and strategic needs of the business, to advise on potential opportunities or hazards that affect the business’s ability to meet strategic goals, and to solicit feedback that influences the operations of workforce management.
* Identified new schedule strategies and opportunities to improve efficiencies including creative and flexible scheduling across multiple teams, creating monthly schedules based on forecasts and volume trends.
* Managed long-term forecasts and capacity utilization, costs, and all resource planning functions for the specified teams and business units utilizing Pipkins WFM.
* Implemented Workforce Management process improvements and track progress against business objectives
* Provided timely and accurate management reports and analysis, including the creation and maintenance of regular and ad hoc reporting and the development of improved reporting processes.
* Managed the accurate compilation and distribution of information and reports to identified stakeholders.
* Developed performance measures including ASA and adherence goals.
* Implement real time solutions to the business that results in increased productivity and efficiency by 12%

**Alcon, Fort Worth Texas**

**July 2012 – June 2013**

**Implementation Scheduling Analyst**

* Led project which included the implementation of the Genesys WFM platform and CCPulse
* Within 6 months the implemented WFM tool helped increase Service Level by 13%, from 74% to 87%, reduce ASA by 25% from 40 seconds to 30 second reduce abandoned percentage 33%, from 2.7% to 1.8%.
* Developed processes, procedures and methodologies that resulted in accurate and timely forecasts that were used for both short and long-term budget and staff/capacity planning at the operations and executive review levels
* Partnered with operations to develop and determine call center metrics and goals such as ASA, AHT, abandoned percentage, and occupancy based on raw call data
* Introduced the concept of adherence to the call center and defined the adherence goal, with adherence becoming part of the KPI 5 months after my start
* Created WFM training PowerPoint for managers, supervisors, specialists and agents
* Conducted training classes for managers, specialists and agents on the use of WFM
* Prepared PowerPoint presentations and training material for operations management on WFM metrics and how they applied to the business
* Created a training and development plan for operations analysts
* Created daily Performance reports using Excel and distributed them to the operations team
* Created shifts, contracts and rotating patterns in Genesys Configuration Utility
* Created Time Off and Exception types in Genesys Config Utility and Genesys WFM
* Created a short term and long-term forecast, with an accuracy of +/- 4%, and schedules for 150 agents at three different sites including international schedules.
* Created specialized views in CCPulse
* Adjusted intraday workforce requirements based on actual interval data.
* Collected call center performance results on a daily, weekly, monthly, and annual basis and generated reports for upper management.
* Led weekly performance meetings with operations management to discuss prior week's performance and discussed ways to mitigate negative impact to service level.
* Led monthly performance meetings with executive-level management to discuss staffing needs and budget considerations
* Created weekly and monthly adherence reports in Excel utilizing Genesys WFM and Genesys Infoview (Interactive Insights) and distributed the reports to call center agents and managers
* Introduced the concept and pre-scheduled team meetings, one-on-one sessions, coaching sessions, mentoring, and training based on availability and forecasted call volume

**Research in Motion, Irving, TX**

**November 2009 - June 2011**

**Intraday Specialist**

* Developed an understanding real-time call drivers and communicated those drivers to management team via daily production call
* Created Key Performance Indicator Reports and distributed them to management.
* Educated and coached supervisors and agents regarding productivity metrics by conducting monthly training classes.
* Tracked and reported contributors to forecast variances using eWFM and Avaya CMS
* Real-time identification of service level recommendations and implementation of recommendations (movement of offline activities, movement of resources, solicitation of overtime, suggesting coaching)
* Created and published monthly schedules based on a historical forecast
* Developed contingency plans for overstaffing
* Conducted problem management calls when issues that affected entire sites occurred
* Coached and mentored junior intraday analysts
* Created adherence scorecards and distributed them to call center agents.
* Implemented new reporting processes and procedures in the team and rolled out communications to operational management teams

**TIAA-CREF, Lewisville, TX**

**October 2007 - November 2009**

**Contact Center Analyst**

* Planned for all capacity and resource related activities using daily/weekly/monthly forecasts
* Administration of schedule adherence, exception time management and real time call routing through utilization of Genesys workforce management software. (Genesys WFM/CCPulse)
* Audited and maintained the integrity of data in Genesys WFM and related databases (CME, CMS and CCPulse)
* Schedule team meetings, coaching sessions, training, and other scheduled and ad hoc off-phone activity, as well as overtime and PTO
* Monitored Real Time adherence and call statistics and communicate with supervisors to ensure on-phone and off-phone activity is managed efficiently throughout the day
* Monitored sick calls and tardies via a consultant hotline and enter real time exceptions into WFM through a supervisor hotline
* Generated and communicated off phone activity reports, staffing issues, performance measures, and call statistics to appropriate members of management
* Monitored intra-day call volume to ensure load balancing and compliance to service level agreements

**General Electric, Frisco, TX**

**July 2004 - October 2007**

**Scheduling Analyst**

* Utilized KRONOS, CMS and eWFM to prepare and verify production schedules and KPIs call center and verify the accuracy of previous KPIs.
* Teamed with call center management to analyze/schedule offline activities and proper tracking of those activities
* Approved time off for agents by determining impact to service levels utilizing forecasted scheduling needs.
* Conducted shift bids for 150 agents quarterly.
* Updated eWFM software for all changes to agents schedules both short and long term.
* Monitored schedule adherence and notified department management when agents were out of adherence.
* Oversaw the management of all incoming calls by monitoring, using CMS.
* Handled escalated calls from customers involving complaints or complex issues

**Education**

* Belmont High - Graduated June 1990