**Tonia Brown**

**Principal Areas of Practice**

Dynamic Sr. Workforce Management Analyst with 15+ years of operations and contact call center experience using the Nice IEX 4.6 & IEX TotalView applications. Seasoned professional with demonstrated ability to identify, analyze, improve and implement complex work processes.

**Areas of Practice**

* Contact Center Workforce Management Analyst
* Real Time Management
* Scheduling
* Analysis
* Reporting
* BSL/Technology Administration
* **Computer Applications**
* Avaya Call Management Systems
* IEX TotalView 3.6
* **NICE IEX 4.6**

**--** Real Time Monitoring

--Scheduling Off-line Activities

--Maintain Change Request

--Time Off Manager

* Outlook
* MS Excel
* MS Access
* MS Word
* PowerPoint

**Education/Training**

* SIU Carbondale
* High School Diploma
* Situational Leadership
* Training & Development
* UHG Our United Culture
* Integrity
* Compassion
* Relationships
* Innovation
* Performance
* Memberships
* (SWPP) Society of Workforce Planning
* (LEET) Local Employee Engagement Team
* (WOW) Wonders of Workforce

**Contact Center Sr. Workforce Management Analyst**

**UnitedHealth Group 2002- 2014**

**Real Time Management**

Monitor real-time service delivery times (Service Levels) relative to targets, shifting resources as needed to ensure that targets are met using the NICE IEX 4.6 and IEX TotalView applications.

* Monitored Real Time Adherence for 5 states (MO,TX,VA,WI,FL)
* Liaising with (NOC) Workforce National Operations Center, operations team leaders, and third parties to gather information and resolve issues

**Scheduling**

Facilitate meetings with management to provide recommendations based on long term forecasting, including reporting that monitors center attrition.

* Optimized work shifts, lunches/breaks for over 500+ professionals using NICE IEX
* Assessed staff adherence to work schedule Identified call/claim volume trending
* Manage employee information schedule changes in NICE IEX applications
* Manage proactive approval and denial of discretionary activities for offline activities

**Analysis**

Analyze call center staffing, metrics and performance to ensure proper staffing and scheduling commensurate with service level goals on an interval, daily, weekly and monthly level.

* Recognize/interpret trends and changes in the business
* Conduct ad hoc analysis on anomalies within the business
* Tracked, analyzed, and reported agent skilling issues for action plan improvements

**Reporting**

Communicate in real-time to the general population as well as the management team about current conditions, escalating issues as necessary.

* Monitor staffing levels and adjust accordingly using Avaya & & IEX applications
* Contact Center Liaison with management including making decisions about offering additional hours/overtime or sending agents home early (VTO – Voluntary Time Off).
* Assist in the creation and delivery of accurate, detailed, timely and user-friendly reports for both managers and agents to ensure the business goals are met

**(BSL) Business Segment Liaison/Technology Administration**

Maintain Workforce Management software and Master Skilling File/Auto Matrix. Recommend and implement efficiency changes as identified. Administration resulting in company savings of $36,720

•Admin Activate Agent Trace •Admin Change Agent Skills

•Admin Lists Traced • Commands Reports

•Multi Agent Skill Change •Remote Logout

**Career History**

UnitedHealth Group Sr. Workforce Management Analyst 2002-2014

Convergys Workforce Traffic Management Analyst 1999-2002