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Mike Thweatt

Self-motivated, detail oriented, and looking to redesign my future as a software engineer where I can not only utilize my existing skill set, but also continue to grow and learn while contributing to the constant success of AT&T through the development of innovative software solutions.

Skills

- Experience with C, C++, MySQL, JavaScript, HTML, CSS, Node.js, Unix
- Coursework experience with Agile process

- Well suited in a fast paced, multitasking environment
- Self-starter, self-motivated
- Strong problem solving skills

Experience

Real Time WFM Analyst - AT&T / DIRECTV, Englewood CO   OCTOBER 2007 - CURRENT

Part of a team that monitors approximately 50 customer service call centers using multiple tools and applications in a fast paced real time environment. Analyze current and daily performance results to make adjustments and recommendations in collaboration with many other teams in order to achieve performance metric goals. Review details of daily outlooks in order to proactively mitigate potential negative impacts.

I constantly utilize my skills as a self-taught Visual Basic programmer in order to create and maintain many tools which transformed the majority of our team's processes. I was able to automate many responsibilities including data reporting, email processing, and communications from our team via emails and chat rooms. Throughout this initiative I've been able to reduce the errors from our team by an estimated 60%. I was also able to increase our efficiency by an estimated 45% by automating many repetitive processes.

Promoted to Sr. Analyst in May 2013. Additionally I have the role of being the lead trainer for all new members to the team.

Business Operations Specialist - Dish Network, Thornton CO   JULY 2004 – OCTOBER 2007

Monitored the performance and results of one call center in a real time environment. Reviewed forecasted call volume and staffing information in order to make various daily changes to ensure the best possible performance for our site. Also responsible for data/analytics reporting as well as shift scheduling, adherence, and processing paid time off requests for all call center agents.

Education

DECEMBER 2019
Bachelor of Science in Computer Science - Oregon State University, Corvallis OR
Have completed 40 of 60 credits. GPA: 3.8

DECEMBER 2006
Bachelor of Science in Music - University of Colorado at Denver, Denver CO
Emphasis in Music Industry Studies/Business Focus. GPA: 3.1