

SCHEDULING ANALYST RESUME

Job Objective:

Position as Scheduling Analyst.

Highlights of Qualifications:

- Extensive knowledge of Schedule Planning Software
- In-depth knowledge of airline experience in flight scheduling, aircraft routing and flight dispatching
- Ability to work independently and meet deadlines
- Familiarity with SSIM protocol

Professional Experience:

Scheduling Analyst
BridgeView IT, Colorado Springs, CO
August 2005 – Present

- Created and maintained monthly performance reports.
- Monitored effectiveness and efficiency of the scheduling staff in aligning company-wide processes and procedures to achieve call center goals metrics.
- Monitored real-time, daily and monthly reports for adherence to scheduling and service level parameters.
- Built long-term staffing schedules.

Scheduling Analyst
Liberty Mutual, Colorado Springs, CO
May 2000 – July 2005

- Facilitated and developed the capacity planning model.
- Supported forecasting and scheduled application maintenance and release management.
- Developed and administered shift-bid processes.
- Posted accurate schedules in a timely manner.
- Determined appropriate staffing requirements and posted volunteer requests.

Education:

Bachelors Degree in Business
Arizona State University, Tempe, AZ

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