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# WORK FORCE ANALYST RESUME

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## Summary:

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A dependable workforce management professional who is able to align reporting methods with strategic operational procedures; has extensive experience to carry forward strategy in the workforce and other contingent work areas within a fast-paced environment; has a solid foundation in negotiations, consultations and reporting and possesses the ability to build strong business relationships necessary in corresponding with all levels within the organization.

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## Professional Experience:

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Force Management Specialist October 2000 – Present  
Variant Systems Inc., San Diego, CA

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## Responsibilities:

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- Managed the daily workloads for distribution to call center agents in alignment with strategic goals and daily quota.
- Worked closely with all department heads in developing staffing strategies.
- Assisted Workforce Management Group in analyzing report data and did follow-ups with Workforce Manager on any pending related issues regarding employee behavior and absenteeism.
- Assisted with staff training regarding procedures and policies.
- Updated statistical info into WFM modeling software.

Supply systems analyst August 1998 – August 2000  
Spectrum Com, Washington, DC

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## Responsibilities:

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- Analyzed a great volume of data to be synthesized and consolidated to a well-organized recommendation plan for expansion.
- Served as Program Manager and provided management with reports of on-going projects.
- Administered employee perks programs, provided technical assistance, performed audits and submitted management reports.
- Applied practical knowledge to create comprehensive statistical reports and records and evaluated specific program areas.
- Performed a series of in-depth and analytical, administrative and research duties related to the program.

Budget Analyst February 1994 – July 1998  
STG, Inc. Adelphi, MD

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## Responsibilities:

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Supply systems analyst August 1998 – August 2000  
Spectrum Com, Washington, DC

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## Education:

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1996-1998 Masters Degree Business Administration  
Princeton University, NJ

1992-1996 Bachelor's Degree in Management  
Yale University, CT

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## Skills:

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- Analytical, quantitative and independent problem solving skills
  - Experience with media work force classification
  - Ability to interact with all levels of organization
  - Excellent verbal and written communication skills
  - Experience in working in a team-oriented and collaborative environment
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## Awards and Affiliations:

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International Institute of Business Analysis, Member  
Workflow Management Coalition, Member

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