
Workforce Analyst Resume

Job Objective

To secure a Workforce Analyst position in a well established organization with a stable environment.

Highlights of Qualifications:

- Remarkable workforce management experience
 - Ability to interpret an extensive variety of technical and non-technical instructions
 - Proficient with data collection, database management and integration systems
 - Ability to interact across all levels of the organization and build strong partnerships
 - Ability to maintain strict confidentiality
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Professional Experience:

Workforce Analyst
Guardian Life, Dallas, TX
August 2005 – Present

- Implemented effective administrative tracking, analytical and trending procedures to support the unit's goals.
- Generated and created impact summaries of the day's events on service levels and performance.
- Analyzed and determined call volume patterns to manage work shifts.
- Maintained and managed workforce management system and integrity of workforce data.
- Scheduled all transaction based work and special events for optimal service levels.
- Generated and created daily, weekly and monthly statistics.

Workforce Analyst
Volt Workforce Solutions, Dallas, TX
May 2000 – July 2005

- Allocated requirements to develop and maintain quality scheduling, staffing, reporting and payroll services for contact centers.
 - Developed and disseminated call center metrics.
 - Reported to all levels of management using analysis of data to offer recommendations.
 - Worked effectively with managers to assess forecast and efficiency needs.
 - Managed short and long term staffing needs along with maximizing schedule efficiencies.
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Education:

Bachelor's Degree in Computer Science
Boston College, Chestnut Hill, MA

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