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## Workforce Management Analyst Resume

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### Job Objective

To obtain a challenging Workforce Management Analyst position in a well reputed organization.

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### Highlights of Qualifications:

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- Proficient with Workforce Management systems (TCS, CMS, NRC)
  - Ability to effectively interact with all levels of management and non-management team members
  - Ability to analyze performance reports and provide suggestions and recommendations
  - Ability to identify issues, develops ideas, and provides innovative and creative resolution
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### Professional Experience:

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Workforce Management Analyst  
Calabrio Inc., Atlanta, GA  
August 2005 – Present

- Developed and prepared long range capacity and workload requirements.
- Identified optimal work schedules and workload requirements.
- Designed, built and maintained databases and spreadsheets tracking key service statistics.
- Monitored and examined performance against established service level objectives.

Workforce Management Analyst  
Harris Bank, Atlanta, GA  
May 2000 – July 2005

- Updated weekly forecast as needed based on analysis of real time workload.
  - Entered adherence and schedule exceptions into workforce management software.
  - Generated and created operational performance reports.
  - Produced and prepared schedules for shift bids.
  - Coordinated with all sites on all operational issues impacting service level.
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### Education:

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Bachelor degrees in Statistics  
University of Chicago, Chicago, IL

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