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## Workforce Manager Resume

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### Job Objective

Seeking Workforce Manager position with reputable organization in which my experience can be a positive influence on the growth of company.

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### Highlights of Qualifications:

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- Wide experience in developing educational programs and ensured quality work in call center environment
  - Huge working knowledge of Verint software
  - Operational knowledge of Microsoft office and other web based applications
  - Remarkable ability to multitask and maintain all deadlines
  - Exceptional ability to plan and manage large scale projects
  - Good understanding of call center workforce management tools
  - Excellent communication skills in both oral and written forms
  - Skilled to provide optimal customer services
  - Proficient in workforce management tools
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### Professional Experience:

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Workforce Manager  
Sykes Enterprises, Dothan, AL  
October 2008 – Present

- Developed and evaluated various activities on a regular basis.
- Prepared schedules for workforce and provided regular reports for same.
- Designed long term strategies and monitored immediate need for workforce.
- Monitored change requests and hired individuals for shift needs.
- Maintained schedule for database and updated it as required.
- Analyzed call center operations and implemented various call center technologies.

Workforce Specialist  
DOW, Dothan, AL  
May 1998 – July 2003

- Performed call audits and assessed soft skills and documented process.
- Prepared schedules and made required adjustments to same.
- Analyzed process, identified training requirements and communicated findings to management team.
- Coordinated with workforce analyst and ensured proper handling of call spikes.
- Assisted analyst and determined vacation allocation for all employees.
- Monitored off phone activities and managed resources.

Workforce Developer  
Red Ventures, Inc., Dothan, AL  
August 2003 – September 2008

- Administered workforce development program and prepared strategic plans.
  - Prepared policy documents and managed all required approvals.
  - Managed all special project funds and provided support to workforce preparation.
  - Managed all form activities and ensured compliance to federal relations.
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### Education:

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Bachelor's Degree in Human Resources Management  
Berea College, Berea, KY

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