

SR. WORKFORCE MANAGER

Summary

Results-oriented Workforce & Relationship Manager with diverse background in management & customer service. Dedicated to providing excellent customer service and making operational and procedural improvements that drive savings.

Experience

12/2014 to 05/2015

Sr. Workforce Manager Company Name 1/4 State

- 33% reduction of non-productive agent time (+/-600 workforce) Forecasted 14 million yearly contacts within +/- 5% of projection FY16 Q1 savings of \$250,000 thru allocating volume on/offshore Reduced hours onshore by 46%; \$17 million saved annually Saved \$1.14 million annually & 30% performance improvement Launched three T-Mobile stores; net revenues of \$600,000 annually Volunteer work and community-wide outreach activities Bluestem (e-Commerce) - Workforce Planning Manager (Pennsylvania) 07/15 - 10/16 Managed onshore team of five (5) workforce & Kronos analysts, seven (7) Quality Assurance analysts & to ensure optimum deliverables for account management along with two (2) Reporting analysts Supervised real-time team of four (4) at two (2) onshore locations; maintaining intraday allocation to budget to achieve various service level objectives for Sales & Customer Services queues Forecasted 14 million yearly contacts (hitting within +/- 5% of projection), on/offshore, within budgeted target in a 7 by 24 setting to ensure contractual compliance with penalty avoidance Allocated forecasted volume on/offshore to budget; FY16 Q1 savings of \$250,000 Reduced non-productive time by 33% thru schedule optimization (+/-600 workforce onshore) Facilitated 14 weekly forecast meetings between clients to keep abreast on impacts to \$1 Billion projected forecast Assumed leadership point of contact in absence of executive management Developed & coached team members through departmental cross-training to ensure business continuity Lead creation & revision of (non-existent/outdated) departmental SOPs for Workforce, Kronos & QA to provide consistent guidelines & training materials resulting in a 16% departmental manpower reduction and \$100,000 annual savings Modified Hours of Operations that reduced onshore hours by 46%; saving \$17 Million annually while boosting employee morale Managed a team of four (4) enterprise schedulers along with six (6) indirect support & real-time staff both on & offshore; 7 by 24 Managed workforce department for Alorica's #1 client (DirecTV) Planned capacity for each respective nine (9) site's operation & training teams to meet client expectations; +/-2,000 workforce Analyzed, monitored and reported on all staffing assumptions (client's call volume, headcount requirements, shrinkage, attrition and handle time goals) and provided recommendations to ensure optimal financial impact to organization Developed detailed staffing plans for each line of business that ensured consistent achievement for each 30-minute interval compliance requirements and adjusted manpower as needed Simulated impact of proposals for client expansion (including opening new sites) and recommended action for staffing Improved workload balance between nine (9) sites thru allocation adjustment of the seven (7) lines of business Directed & maintained weekly best practice client calls for each of the seven (7) lines of business to ensure team had adequate training & resources to succeed within their roles Hosted daily workforce and operations conference call to validate resources, performance & deadlines for deliverables such as meeting contractual KPIs for the seven (7) lines of business eBay Enterprise (e-Commerce) - Workforce Specialist (WFM) (Florida) 11/11 - 12/14 Received "SPOT AWARD" from Director of Workforce Planning & Business Intelligence (included bonus) for leadership within my group "during the most transitional period within the organization.." - resulting from a 40% departmental manpower reduction Ensured optimum Intraday staffing & performance at 4 onshore locations with +/- 5,000 workforce to drive cost savings in a 7 by 24 setting (no offshore support) Administered real time monitoring as it relates to queues, occupancy, service level, handle time and schedule adherence Interfaced with center management and central operations regarding factors that may impact staffing and service levels while assisting in coordinating business activities to achieve 90% adherence workforce target Prepared, Hosted & Reported WebX daily tele-conference meeting enterprise-wide to review previous day's performance, current & future day's plans, staffing, trends, expected volume & marketing campaigns to ensure readiness for 100+ clients (12 Verticals) Constructed daily impact summaries for service level and performance as it related to real-time account management Reforecasted and managed intraday call volume trends to ensure a more effective and efficient workload along with adjusting intraday workforce requirements based on changing/dynamic forecasts of 20 Million contacts annually Trained new & current Team Members on SOPs using authored materials along with updating current materials Volunteer work (BET) building evacuation/emergency response team and community-wide outreach activities l.

01/2000 to 11/2011

Consultant Company Name

- Supervised operations, project readiness, preparation and implementation for telecommunications and customer service systems for call centers ranging from 15-100+ employees, including monitoring & review of performance metrics & workforce adherence to achieve client expectations Integrated senior management & staff duties of a national customer service & claims management center into existing operations at corporate headquarters saving over \$1.14 million a year with a 30% performance improvement Recruited, managed and trained employees & developed and implemented policies & procedures for marketing and customer service strategies to client specification & satisfaction Launched three (3) T-Mobile authorized dealer wireless stores with net revenues of \$600,000 annually Managed client accounts and identified business development opportunities (b2b), while maximizing market share with increasing profits and maintaining client retention to promote business continuity and drive cost savings Charrette and event facilitation & planning, including contract negotiations and on & off-site coordination for \$1 million+ budgets & campaigns utilizing interactive intelligence while coming under budget Promoted & publicized clientele for arrangement of international venues including speaking engagements, lectures & tours using social media & marketing campaigns to optimize budget.

10/1996 to 01/2000

Intraday Operations Analyst Company Name

- Supervised Intraday Workforce Management Operations staff of 10 at two (2) onshore Centers including scheduling, staffing, recruiting, hiring, training and performance reviews and Q&A to provide optimized support of Center KPIs Chaired weekly team meetings for quality

work product for Clientele (Microsoft, HP, Deutsch-Bank, Gateway, Comcast, Symantec.) including providing premium customer service & technical support Reported daily metrics of Help Desk performance measurements & KPIs of all clientele at multi-sites ranging from 400-1400+ employees including volumes, averages and deviations to promote contractual agreements Leveraged workforce on an Intraday basis and adjusted manpower real-time according to contractual stipulations & current performance, volumes and trends Co-Created & Co-Chaired both Stream's Values Committee and Stream University established for workforce development & lower attrition; still in effect today.

Education

Bachelor of Science : Social Science Portland State University i¼ City , State Social Science

Skills

account management, b2b, balance, budgets, budget, business development, Business Intelligence, contract negotiations, Clientele, client, clients, Customer Services, customer service, e-Commerce, executive management, senior management, financial, Gateway, Help Desk, HP, hiring, Kronos, leadership, Director, marketing, market, materials, meetings, Enterprise, optimization, performance reviews, policies, proposals, speaking, quality, QA, Quality Assurance, real-time, real time, recruiting, Reporting, Sales, scheduling, specification, staffing, Symantec, technical support, telecommunications, training materials