

Real Time Analyst

ROBERT SMITH

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Objective

To obtain a challenging Real-Time Analyst position within a progressive organization where I may utilize my project, process, and performance management expertise; my keen technical & analytical skills; and strong communication and problem-solving skills.

Skills

Business Analysis, Microsoft Office, Time Analyst.

Work Experience

Real Time Analyst

ABC Corporation - January 2015 - 2015

- Ensured local call center employees are actively contributing to the assigned queues.
- Monitored schedules and workforce software trends to inform Operations leaders when phone time is over the established threshold and/or identify employee(s) out of adherence.
- Actively and consistently supported all efforts to simplify and enhance the customer experience.
- Monitored workforce software to identify employees out of adherence.
- Communicated adherence deviation to employees and site leadership to address efforts on improving adherence.
- Created reporting on absenteeism and another shrinkage for operations leaders and workforce personnel.
- Provided ad hoc reporting as needed to show adherence to scheduled events within the site.

Real Time Analyst

Delta Corporation - 2010 - 2015

- Monitoring Accessibility, ASA, and AHT -Monitoring Call Volume -Recruiting Extra Hours or Requesting VTO as needed -Handling Outages -Running Hourly.
- Monitoring Service Level -Monitoring Utilization -Recruiting Overtime to Meet Staffing Requirements -Monitoring Aux Usage Gates -Financial Reporting -.
- Maintained service level and attainment of 700+ staff to 98% (IEX) which led to maximized profitability annually.
- Identified process inefficiencies and automated these processes through the use of spreadsheets and macros.
- Assessed the impact of current business processes on users and stakeholders.
- Trained all new real-time analysts to a level of proficiency within 2 weeks.
- Walk throughout a customer care site and assist all reps with any questions and escalated calls.

Education

Bachelor of Science