

ROBERT SMITH

Real Time Analyst

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Real-Time Analyst with 8 years of experience in Directly interacting with Supervisors and Agents to make adjustments to schedules and activities in real-time focusing on maximizing the windows of availability, and also Partnering with Operations and Scheduler to make recommendations in the planning of future activities.

2004 - 2004

REAL TIME ANALYST - ABC CORPORATION

- Monitored workflow and manage/balance staff to ensure efficient coverage of call center work activities.
- Analyzed actual call volume and AHT to identify trends and make adjustments to interval call volume and AHT.
- Corresponded with Service Level Coordinator to ensure offline time and or provide up to date real-time analysis of each call group.
- Prepared afternoon report and facilitate afternoon tailgate meetings.
- Worked with IT on system health and day-to-day system issues.
- Provided regular feedback to Global Command Center to improve upon short-range planning precision.
- Conducted real-time monitoring of queues and skill sets, regardless of the location, and identifying intra-day trends.

1999 - 2004

REAL TIME ANALYST - DELTA CORPORATION

- Tier I CPU support 98% first call resolutions.
- Reviewed, analyzed and assessed the Forecasting and Staffing Analysts contact and FTE forecasts to insure the forecasts are accurate given recent .
- Responsible for monitoring and reporting agent schedule adherence schedules and make adjustment per supervisors request Report, log and ensure .
- Track, regulate and monitor the flow of calls in the call center for over 75 account associates nationally Track performance, forecast incoming call .
- Facilitated inter-departmental and global communication to effectively provide customer support Scheduled staff shifts to cover peaks and lulls.
- Assists clients in monitoring specific programs as needed.
- Monitors call queue to maintain the service level.

EDUCATION

GED

SKILLS

Excel, Coordinating Skills, Customer Service.