

Robert Smith

Real Time Analyst

PERSONAL STATEMENT

To establish a long-term career in a company where I may utilize my Real-Time Analyst professional skills and knowledge to be an effective real-time analyst and inspiration to those around me.

WORK EXPERIENCE

Real Time Analyst

ABC Corporation - October 2012 - September 2012

Responsibilities:

- Managed all intraday management processes in support of operations to achieve the business objective of achieving service level objectives and maximizing efficiency and occupancy.
- Administered Workforce Management systems software and managed employee information changes.
- Tracked, analyzed, and reported contact center and agent performance.
- Managed intraday staffing levels and discretionary intraday activities; such as training, meetings, breaks, lunches, and schedule changes.
- Reviewed weekly and daily staffing with management and Workforce Management department as well as intraday performance and forecasted performance for the remainder of the current week, while also identifying risks.
- Managed and monitored real-time ACD agent work state reports for adherence.
- Increased staffing levels or modified call routing to increase service levels.

Real Time Analyst

Delta Corporation - 2011 - 2012

Responsibilities:

- Conducted analysis utilizing real-time data in a content management system (CMS) and Excel in order to make decisions in 30 minutes and hourly.
- Utilized the CMS system to position company resources in order to ensure that all clients were helped in an efficient and timely manner and high.
- Trained new supervisor and workforce team members in the use and interpretation of analytic methods and company best practices in order to insure.
- Monitor real-time call statistics and schedule adherence to ensure communication is delivered to the leadership team Communicate with supervisory.
- Observation and coaching duties of call center agents Analytical reporting duties of schedule adherence Accounting duties of sales bonuses.
- Aurora, CO Ran reporting for the whole site, scheduled meetings and training, troubleshooting, watched site queue real-time.

CONTACT DETAILS

1737 Marshville Road,
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www.qwikresume.com

SKILLS

Microsoft Office,
Customer Service,
Administrative.

LANGUAGES

English (Native)
French (Professional)
Spanish (Professional)

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference - 1 (Company Name)
Reference - 2 (Company Name)

- Monitor Site and Time Zone calls Make Schedules Aux Reports.

Education

MS