225 Falcon Road

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Wade, Teawanda

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| Objective |  | Extensive call center management experience for major financial institutions. Possess strong team leadership, motivational, and analytical skills. Technically astute with experience in telephone systems technology |
| Skills & Abilities |  | Five years of Reporting experienceMaster of designing and automating reports for internal and external usagesExtensive experience with designing call routing in Aspect and Avaya SwitchesSome Six Sigma Training, Aspect Call Flow Design, IVR Empower, Tableau, Cisco, SQL and Data mining.  |
| Experience |  | Senior Business Analyst - American Express | Global Command Center2014 – Present* Answer requested by internal users with on call servicing for afterhours workforce.
* Designed reports for Call Trace for Client Manager
* Document processes and prepare reports that can be used for improving services in the organization.
* Support development of workforce plans and strategy
* Development recommended solutions for training and education for workforce teams
* Created cost effected ways to cut cost by using self-services tools for workforce Analyst teams
* Write detailed user stories, user journeys and prepare project mapping as needed.
* Solve business problems by performing business analysis, preparing requirements specifications, and testing for relevant business process modifications, applications, and/or reporting enhancements.
* Creating use cases, scenarios, tasks and workflow analyses

Unified Communication- STATE Farm - Business Analyst Teksystem2012-2014* Developed processes for gap analysis between Cisco and Avaya IVR products and Integrated Future State.
* Designed Call Flow and Business Processes for multiple business units.
* Ensured adherence and coordination for the client with defined program standards and processes.
* Liaised with departmental, site-wide end-users, and IT project teams to gather business requirements.
* Conducted business process analysis interviews with senior managers for
* Delivered and enhanced IVR, and other telephony products to customers and contact centers.
* Responsible for developing UAT test process and monitoring SIT execution phases
* Handle the tasks of identifying defects and perform root cause analysis by analyzing data quality issues
* Created business process flows, call flows using UML
* Designed templates in Microsoft Visio

2009-2012- **Manager E-Workforce Tactical Action Team GSI Commerce /Ebay*** Supervised a team of 20 Analysts responsible for managing an Avaya ACD switch
* Oversaw the shift scheduling of all agents (24x7) across 3 sites within Aspect EWFM system and NICE
* Use SAP Workforce Analytics adhoc reporting
* Managed and maintained contractual Service Level Agreement with outsourcing clients

1999 -2009 **- Reporting-Financial Analyst GSI Commerce** * Helped implement a Disaster Recovery plan across all call centers sites. Conducted business process analysis interviews with senior managers for
* Delivered and enhanced IVR, and other telephony products to customers and contact centers.
* Responsible for developing UAT test process and monitoring SIT execution phases
* Handle the tasks of identifying defects and perform root cause analysis by analyzing data quality issues
* Created business process flows, call flows using UML

**Business Analyst*** Developed KPI Reporting for Senior Management
* Responsible for all Workforce and Reporting Activities for Highly Visible and Specialized Clients
* Responsible for Administration of Aspect PBX Phone Switch.
* Worked with Senior Management Team on Short and Long Term Business Planning
* Designed Modeling applications of UML using structure diagrams and their applications

**Workforce Analyst Supervisor*** Managed Command Center of 8 Analyst within a 24x7 Contact Center environment
* Managed Scheduling Department responsible for the shifts of over 400 agents.
* Responsible for Maintaining Service Level Agreements for multiple business clients.
* Responsible for Workforce research on trend and workforce staffing.
* Supporting development of workforce plan and strategy
* Establish NICE strategy for workforce
* Designed report in Workforce Analystic

1998 -Dec 1999 **Quality Systems Analyst Manager Tultex Corporation*** Maintained employee records (time sheets, job descriptions, vac, etc.).
* Processed Quality performance reports for management against domestic workforce and Offshore contractors.
* Programed and issued special requests by clients for additional reports as needed.
* Performed Quality Assurance testing for departmental call splits to ensure proper Service Level Agreements
* Trained Quality Assurance staff on computer systems used for data collection.
* Provided end-user support on departmental computer software applications.
* Processed Travel Expense Reports to assure staff members were reimbursed properly and in a timely manner.
* Train staff and Quality Assurance auditors on the SAP R3 system.
* Use SAP Workforce Analytic for adhoc reporting.
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| Education |  | Bachelor Degree of Information Systems Technology Graduated of Old Dominion University, Norfolk, VirginiaCertifications in Microsoft Word, Excel, Access, SQL, Visual Basic, Avaya CMS,Crystal Reporting Writing, Workforce Analytics, Tableau, Cisco Egain, Nice, Scrum, Agile,Data Mining, Kronos, Aspect Routing CCT design, JAD, SLDC and Micro-strategy |