JULIAN MERCER

WORKFORCE MANAGEMENT ANALYST

San Francisco, CA | (415) 555-0148 | julian.mercer@email.com | linkedin.com/in/julianmercer

PROFESSIONAL SUMMARY

Workforce Management Analyst with 7+ years forecasting contact volume, building schedules, and monitoring intraday performance for large contact centers. Balances service levels, cost, and agent needs with clear plans and fast, calm real-time decisions.

PROFESSIONAL EXPERIENCE

Senior Workforce Management Analyst Mar 2023 - Present
Comcast, Philadelphia, PA

- Build quarterly capacity plans for a 900-agent customer care operation and present hiring needs to operations leaders.
- Evaluated a new forecasting tool in a pilot and documented the results, which led to its adoption for the voice channel across two sites.
- Improved forecast accuracy from 91% to 95% by adding promotion calendars and outage data to the model.
- Design schedules and shift bids that raised schedule adherence by four points while honouring preferences.
- Coach two analysts on intraday management and review their daily reports, helping them make faster and more consistent real-time staffing decisions.

Workforce Management Analyst Jan 2021 - Feb 2023

- Produced weekly and monthly volume forecasts by channel and set staffing targets to hit 80/20 service levels.
- Reviewed intraday variance with team leaders each morning and agreed on adjustments, which reduced the number of days missing the service level target.
- Managed intraday adjustments by moving breaks, training time, and overtime, protecting service during peaks.
- Created a shrinkage report that led to a revised absence policy and about three points of recovered capacity.
- Built dashboards in Tableau for supervisors showing adherence, occupancy, and queue status.

Real-Time Analyst Jun 2019 - Dec 2020
Teleperformance, Tampa, FL

- Monitored queues across three client programs and moved agents between skills to keep wait times in target.
- Tracked adherence for 250 agents and flagged out-of-adherence patterns to team leaders each day.
- Updated schedules for time off requests and training sessions, answering requests within one business day.
- Mapped call arrival patterns by half-hour for each program and recommended shift start changes that lowered abandonment during morning peaks.
- Wrote daily performance summaries for client managers covering volume, service level, and adherence, which cut their ad hoc data requests by about half.
- Cross-trained 20 agents on a second queue with the program managers, which gave the team more routing options on busy days.

CORE SKILLS

Capacity planning | Scheduling | Forecasting | Intraday management | Schedule adherence | Shrinkage analysis | Service level management | Shift bidding | NICE IEX | Verint | Tableau | SQL | Excel | Headcount modeling | Stakeholder reporting

EDUCATION

B.S. in Business Administration, Temple University, Philadelphia, PA

CERTIFICATIONS

Lean Six Sigma Yellow Belt | Google Data Analytics Certificate | Tableau Desktop Specialist