

Roslene Joyce Modry

Workforce Planning Management

CONTACT

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SKILLS

I. Corporate Skills

- a. Workforce Resourcing and Scheduling
- b. Real Time Management
- c. Data Processing
- d. Headcount Analysis
- e. Cost Control

II. Tools

- a. MS Excel (Macro VBA)
- b. eWFM Aspect
- c. Avaya
- d. Verint (Impact 360)
- e. NICE
- f. Exony
- g. MS Dynamics AX
- h. CUIC
- i. IVR
- j. ACD
- k. CTI
- l. ERP
- m. PowerAutomate

III. Interpersonal Skills

- a. Humanities and Communication skills: coordinate a group thru Meet up called Philosophy over Coffee. That invites people to discuss Philosophy and Psychology.

EDUCATION

June 2020 – April 2021
Silliman University
MA in Philosophy

June 2007 – April 2011
Rizal Technological University
B.S. Major in Electronics and Communications Engineering

WORK EXPERIENCE

International SOS (Dubai, UAE, Prague, Czech Republic)

Workforce Planning Analyst (Apr2022 – Present)

- Build the company's Workforce structure.
- Headcount and Optimization Analysis.
- Introduce, build, and maintain NICE WFM system as tool for data driven executive decisions.
- Create and maintain daily report template for operation management's overview of company performance.

Du, Emirates Integrated Telecommunications Company (Dubai, UAE)

Workforce and Real Time Analyst (Sep2016 – Mar2022)

- Forecast, analyze, monitor, and ensure intra-day activities to ensure SLAs and KPIs are achieved at all levels.
- Controls call volume disruption between contact center sites.
- Point of contact between partners and Du operation during outages.
- Manage call routes as per cost/payment planned.
- Verint, Impact 360 profile creation and maintenance
- Automate templates for reports.

Future Communications Company International (Dubai, UAE)

Project Coordinator / Document Control Team Leader (Feb2015 – Sep2016)

- Manage a team of Documentation and Acceptance Controllers.
- Managing ERP based interface between Huawei and FCCI
- Verifying, tracking, and booking of purchase orders
- Representing the company in customer meetings for various accounts
- Monitoring Subcontractors' performance and invoicing data.

SPI Global CRM (Metro Manila, Philippines)

Workforce and Resource Planning Manager (Jul2012 – Jan2015)

- Creation, management, and maintenance of agents' database
- Forecasting, scheduling, and planning of long-, and short-term intervals
- Delivered real time and historical data of agents' activity reports
- Prepared campaign's periodical financial accrual report

Product Trainer under Dish Network Program (May2012 – Jul2012)

- Train newly hired customer service agents
- Evaluate trainees for appropriate department assignment
- Coordinate with HR and department managers for per-agent deliberation