

Alan Smith

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Authorized to work in the US for any employer

Work Experience

ANALYST

Qualfon - Fort Collins, CO
2016 to 2019

Built tools and procedures to provide data management for Benefits team in business-process outsource company. Identified links and built relationships with benefit providers to ensure productive operations. Verified completeness, accuracy, and security of company records, billing, and payroll.

* Reduced billing errors and processing time resulting from incorrect identification of benefits information. Created system to compare invoices to employee details. Eliminated complaints from employees.

* Improved HR team's ability to provide benefits eligibility information in less than half the time. Developed interface that compares results of two incompatible databases, determined how to orient and translate outputs, then created system to provide needed information quickly.

* Raised open-enrollment participation from 60% to 90% by providing accurate, timely updates to team leaders. Information was then used to motivate signups as a fun form of competition.

Global Queue Analyst (GQA)

Qualfon
March 2010 to July 2016

2014-2016 T-Mobile, 2013-2014 Capital One Account, 2010-2013

Established relationships between scheduling analyst team and resource planning. Developed techniques to transition SAM-score-based queue to SL-based including procedures, priorities, and interpretation. Provided analyst support, and improved communications with Operations.

- Built workforce management systems to regulate staffing levels by account. Analyzed call center data then built tools to recommend optimal team sizes. Tools continue to be successfully applied to multiple accounts.
- Established productive relationships with stakeholders to improve staffing transitions. Routinely shared information on workforce adjustment plans to provide advance notice, including explanations of results and decisions. Relationships that were once antagonist became collaborative.
- Supported launch of the Harlingen site. Key contributor in the development of policies and procedures for newly developed team. Created tools and methods to analyze trends in queues and corrective actions to avoid crises.

ADDITIONAL: INTERIM SUPERVISOR, GQA Team, Center Partners, Fort Collins, 6 months

Filled in as leader of established GQA team. Revised and expanded communications between the GQA and Operations.

- Provided rapid response to data requests, advanced adherence to break and lunch guidelines, and initiated career conversations and education plans for team.

CUSTOMER SERVICE REPRESENTATIVE

Center Partners, Fort Collins

2008 to 2010

Supported T-Mobile business-to-consumer telesales. Assisted coworkers with projects and technical advice.

- Designed and taught strategies to help with the new "Fantastic Four" call flow and to keep fellow representatives informed about price plans available with competing companies.

Education

B.S. in Zoology

Colorado State University - Fort Collins, CO

Skills

- Excel
- Microsoft Excel
- SAP

Links

<https://www.linkedin.com/in/alan-smith-a07305138>