

Michael Brooks

Global Workforce Analyst II/Production Control Associate II

Fort Collins, CO 80525

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WORK EXPERIENCE

Global Workforce Analyst II/Production Control Associate II

Xerox Business Services - Greeley, CO - 2012-09 - 2012-09

Determines computing resource requirements, such as computer time, memory, and priority considerations. Monitor staffing, aux modes, and service levels using CMS and IEX * Schedules and monitors ad hoc and production jobs. * Ensures jobs and activities are completed accurately and on-time. * Analyzes internal user procedures, process workflow, and deadlines. * Verifies record count (input and output) for accuracy, etc. * Evaluates processing workload and schedules jobs using job-scheduling software. * Troubleshoots processing problems and resubmits jobs as necessary and/or escalates the problem. * Ensures availability of hardware and associated equipment. * Performs various operations and library functions, such as back-up and error recovery, data/document control, and report output distribution. * Maintains associated production reports and logs. * Has developed specialized skills or is multi-skilled through job-related training. * Takes a broad perspective to problems and identifies new, less obvious solutions. * Completes work with a limited degree of supervision. * Senior level job with considerable work experience. * All other duties as assigned.

Assistant Manager

Schrader's Country Store - Fort Collins, CO - 2011-10 - 2012-09

Process daily paperwork and invoices. * Log daily deposits and deliver them to bank. * Assist Cashiers in day to day store operation and duties. * Resolve Customer complaints and concerns. * Place orders for store based up current retail needs.

Cashier

Sapp Brothers Travel Center - Cheyenne, WY - 2007-11 - 2011-10

Process large fuel/retail sales using cash, credit cards, checks, and company cards. * Assist with placing orders for large quantities of fuel. * Process deliveries. * Record and maintain appropriate fuel levels in multiple tank system. * Meet and maintain monthly sales goals for retail items.

Receiver/Stocker/forklift operator

Lowe's Distribution Center - Cheyenne, WY - 2005-12 - 2007-11

Unloading and Loading of received shipments. * Operation of forklift and receiving scale equipment. * Work in a team-based environment.

Night Auditor

Red Roof Inn - Denver, CO - 2003-07 - 2005-12

Processing of daily reports and nightly auditing of hotel. * Check in/check out guests. * Create and process reservations. * Assisting guests with any complaints or special needs. * Coordinate shuttle drivers to schedule all outgoing and incoming guests.

EDUCATION

Bachelor of Education in Elementary Education-English

University of Phoenix Online

business

Cheyenne East High School - Cheyenne, WY

ADDITIONAL INFORMATION

Skills: Microsoft Office proficiency, 45 WPM typing speed using standard keyboard, Excellent verbal and written skills, Highly motivated, Ability to multitask under stressful conditions.