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| **DATAPHILE & DIAL-MOVER**  ***Creative problem solver who helps management streamline processes, increase productivity, and facilitate the development essential to company growth.***  Reporting and Data Analysis Maven with the ability to translate day-to-day performance to big picture goals, helping teams excel while performing within plan. Analytical and innovative thinker who knows how to identify trends, isolate opportunities for improvement, and provide relevant information necessary for the decisions that cultivate success. High-integrity, curious, and results-oriented professional. | |
| * Actionable and Constructive Analysis * Correlation Discovery and Tracking | * Use-based Reporting and Visualization * Proactive Approach to Data Patterns |
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**SKILLS/PROJECTS**

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| * Excel * Data Visualization * Python | * SQL * Alvaria * Linux |

**Example Projects @** [**https://slogworx.com/brianbell**](https://slogworx.com/brianbell)

**CAREER HISTORY**

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| ***WORKFORCE ADMINISTRATOR***  ASTOUND BROADBAND | September 2019 – Present  San Marcos, Texas |

Workforce management for a nation-wide contact center providing Internet, video, and phone support.

* Established MyTime Reporting aiding in 20%+ reduction of erroneous requests over a 6-month period
* Redesigned attendance tracking spreadsheet to streamline process and maximize Excel responsiveness
* Isolated multiple reporting issues post-Alvaria updates to maintain reporting accuracy and consistency
* Created post-training comparison reporting and visualization to identify positive reduction in AHT

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| ***QUALITY ASSURANCE ANALYST***  GRANDE COMMUNICATIONS | August 2016 – September 2019  San Marcos, Texas |

Quality assurance for a Texas-based contact center providing billing and technical support

* Developed Use-based NPS reporting as a technical facilitator between QA and the NPS development team
* Isolated actionable opportunities for improvement via creation of customized NPS reporting and visualization, helping to maintain NPS scores amongst the highest nation-wide
* Established streamlined processes for the auditing and reporting of surveyed customer complaints

**EDUCATION & CERTIFICATIONS**

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| *DUAL BACHELOR OF ARTS*  *Philosophy, Anthropology*  Texas State University  San Marcos, Texas |  |