

Kathleen Connors

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840 Easywoot Road
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Resource Management Supervisor/Senior Analyst

Extremely determined, outgoing, and trustworthy Customer Service and Management Professional has more than 16 years of combined experience in customer service as well as providing operations leadership and administrative support. Reliable candidate is currently looking for a challenging position as a Resource Management Supervisor or Senior Analyst, ideally with a dynamic and progressive industry leader.

Exceptional communication and interpersonal skills make the candidate successful in seamlessly working with clients, staff members, and other professionals in various areas across different job levels. Dedicated professional demonstrates key abilities in leadership, management, planning, analysis, communication, business development, organization, training, as well as problem solving. Effectively contributes towards organizational achievement, professionally deals with increased challenges and responsibilities, and performs extremely well under pressure.

- ✦ Excellent Leadership & Management Skills
- ✦ Proficient in Interpersonal Relations
- ✦ Skillful Communicator & Scheduler
- ✦ Exceptional Customer Service Abilities
- ✦ Adept in Organization & Multitasking
- ✦ Task & Detail-Oriented Problem Solver

Professional Experience

Aramairn Funweight Park

Apr 2008 – Present

Concession Worker/Stand Manager

- ✦ Assumed responsibility for opening or closing inventory, training and coaching other workers, customer interaction, and balancing the cash drawer.
- ✦ Worked closely with supervisors/managers to provide quality customer service; prepared and served food, beverages, and desserts to customers.
- ✦ Performed duties such as sweeping, mopping, and washing dishes; received payments and utilized cash registers, calculators, and adding machines.
- ✦ Guaranteed strict compliance to policies and procedures, as well as health and sanitation guidelines; ordered items needed to replenish supplies.
- ✦ Established and maintained strong working relationships with customers, staff, and the management; identified and resolved issues or concerns.

Verily Communications

Nov 1996 – Mar 2013

Senior Analyst Resource Management (May 2004 – Mar 2013)

Team Leader (Apr 2000 – May 2004)

Customer Service Representative (Nov 1996 – Apr 2000)

Farmingham, MA/Basity, MA

- ✦ Obtained a President's Award in 2000 for providing excellent customer service and an Excellence Award in 2004 during the Hurricane Season.
- ✦ Recognized as a finalist of an Excellence Award in 2006 for efforts in the successful execution of new wireless calls conversion to Verily platforms.
- ✦ Acquired a Pinnacle Award in 2008 for the successful opening of the Mavari Philippines Call Center, and a Blue Sox Green Monster Award in 2012.
- ✦ Traveled to Mavari Philippines to support and train the force management team, and to witness the first wireless call within the new call center.

- ✦ Supervised the workforce team, forced inter/intraday lines, analyzed call volumes and trends, and estimated requirements to meet demands.
- ✦ Maintained key metric objectives which included occupancy, abandon rates, facility issues, staff productivity, as well as service levels requirements.
- ✦ Established strong working relationships across all management levels, as well as internal and external customers; resolved conflicts within the team.
- ✦ Prepared staff appraisals and payroll, as well as daily, weekly, and monthly reports; handled all inquiries, complaints, and requests from customers.
- ✦ Assumed responsibility for service representative observation, coaching, and training; maintained payroll, attendance, and personal records.
- ✦ Managed and monitored representatives' schedules, and analyzed call trends, historical data, head count, availability, and based requirements.

Education & Technical Skills

Aquafina Junior College, Minnip, MA, 1984

Associate of Science in Medical Assistance/Business Administration

Cubicle College, Minnip, MA

Bachelor of Science in Business Administration

Microsoft Office Suite (Word, Excel, PowerPoint, Outlook) ✦ Workforce Management Systems (Aspect eWFM) ✦ Real Time Adherence Software ✦ New Metrics Workforce Scheduling Forcing and Ad Hoc Reports Database ✦ Automatic Call Distributor (ACD) Monitoring

Training/Seminars/Workshops/Conferences: Microsoft Office Certification Career Advancement Course (Microsoft Office Certification Career Advancement Bundle)

References Gladly Provided Upon Request