

MA. ANGELU FRANCO

Scheduling Analyst

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Deca Homes Cutud, Angeles City

PROFESSIONAL SUMMARY

Detail-oriented Workforce Management Analyst with experience in Real-Time Adherence monitoring, scheduling, and forecasting. Skilled in optimizing staffing, analyzing performance data, and ensuring service level compliance. Strong problem-solving and collaboration skills to support efficient operations in fast-paced environments.

PROFESSIONAL EXPERIENCE

Majorel

Scheduling Analyst | Sept 2022 – Present

- Develop and manage staffing schedules to meet service level agreements and operational needs.
- Analyze historical data and forecast workload to optimize resource allocation.
- Collaborate with cross-functional teams to address staffing gaps and improve workflow.
- Generate reports and provide actionable insights to support management decisions.

Majorel

Real Time Analyst | July 2021 - September 2022

- Monitored live operations to ensure adherence to schedules and service level agreements.
- Analyzed real-time data to identify trends, forecast intraday staffing needs, and recommend corrective actions.
- Collaborated with team leads and management to resolve staffing gaps and operational issues quickly.
- Generated and presented performance reports, highlighting key metrics and improvement opportunities.
- Supported process improvements by identifying recurring challenges and proposing solutions.

Majorel

Innovation SME | October 2020 - July 2021

- Developed Software and Solutions.
- Created infographic presentations.

Majorel

Customer Service Representative | May 2018 - July 2021

- Backoffice

Graphic Design Intern | October 2020 - July 2021

- Developed Creative designs for marketing packages, including print materials, brochures, banners, and signs.
- Conceptualized and Developed graphic products for multiple clients.

EDUCATION

Holy Angel University | 2014-2018

Bachelor of Science in Information Technology

- Major in Web Development

SKILLS

- Workforce Management Tools: [e.g., NICE, Verint, and Aspect]
- Real-Time Adherence (RTA): Monitoring, intraday adjustments, performance tracking
- Scheduling & Forecasting: Shift planning, capacity analysis, workload forecasting
- Data Analysis: Reporting, trend analysis, KPI tracking, Excel (PivotTables, VLOOKUP, Macros)
- Process Optimization: Identifying gaps, improving efficiency, SLA compliance
- Communication & Collaboration: Cross-team coordination, presenting insights, stakeholder management
- Problem Solving: Rapid decision-making, corrective action implementation
- Web Development: Proficient in building responsive, user-friendly websites using modern programming languages and frameworks.
- Web Design: Skilled in creating intuitive, visually appealing designs that enhance user experience.
- Graphic Design: Experienced in producing engaging graphics, branding materials, and visual content using industry-standard tools.
- SEO Optimization: Knowledgeable in implementing on-page and off-page SEO strategies to improve website visibility and search rankings.