



# MA. ERICA OLIVER

SCHEDULING ANALYST, GLOBAL  
WORKFORCE MANAGEMENT

## CONTACT

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Phase 1, Uwisan Calamba  
Laguna 4027

## EDUCATION

2008 - 2012

**POLYTECHNIC UNIVERSITY  
OF THE PHILIPPINES**

- Bachelor in Office  
Administration major in Legal  
Management

2004 - 2008

**DR. ARCADIO SANTOS  
NATIONAL HIGH SCHOOL**

1998 - 2004

**NORTH DAANGHARI  
ELEMENTARY SCHOOL**

## SKILLS

- Analytical and problem solving skills
- Excellent communication and interpersonal skills
- Familiarity with scheduling software
- Strong attention to details and organizational skills

## OBJECTIVE

To secure a challenging position in a reputable organization to expand my learnings, knowledge, and my skills. And secure a responsible career opportunity to fully utilize my training and skills, while making significant contribution to the success of the company.

## WORK EXPERIENCE

### WFM Scheduling Analyst

**Foundever**

2024 - PRESENT

- Create and manage schedules for employees, teams or department to ensure adequate coverage and efficient use of resources.
- Analyze scheduling data to identify trends, patterns and areas of improvement.
- Ensure schedules comply with labor laws, regulations and company policies.
- Collaborate with management, employees, and other stakeholders to ensure scheduling needs are met.

### WFM Reporting Analyst

**Foundever**

2022 - 2024

- Collect, analyze and interpret data to create meaningful reports and insights.
- Update and refine existing reports to ensure they remain relevant and effective.
- Continuously evaluate and improve reporting processes to increase efficiency and effectiveness.

### WFM Real Time Analyst

**Foundever**

2021 - 2022

- Identify and alert on usual patterns, trends or anomalies in real time data.
- Investigate and determine the root cause of issues detected in real time data.
- Provide actionable recommendations and insights to stakeholders based on real time data analysis.

## ● **Technical Support Representative - Verizon Wireless**

### **Sykes Asia Inc.**

January 2021 - May 2021

- Troubleshooting
- Customer Support
- Issue Resolution

## ● **Operations Team Lead - Airline Reservations**

### **IGT Solutions**

2015 - 2020

- Team management, supervise and guide the team members to achieve their KPIs.
- Goal setting and planning. Collaborate with the team members to set goals.
- Performance monitoring and feedback.

## ● **Customer Service Representative - Hotels.com**

### **Teleperformance Inc.**

May - October 2013

- Troubleshooting
- Customer Support
- Issue Resolution

## ● **Accounting Clerk**

### **Super Shopping Market Inc. (SM Hypermarket)**

October 2012 - March 2

- Invoicing. Prepare and send invoices to customers.
- Data Entry. Accurately enter financial data into accounting software and spreadsheets.
- Record and track business expenses, ensuring accurate accounting and reimbursement

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## **REFERENCE**

### **ROBERT MARTIN HUESCA**

WFM Analyst, Infosys

Phone: 09999921656

### **GRAPES DIAZ**

WFM Supervisor, WNS Global

Phone: 09660889368