**Norman I. Foster**

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**Career Objective:**

Looking for a call center analyst position at an IT support company to perform business requirements analysis, creating business applications, and improving performance.

**Summary of Skill:**

* Extensive knowledge of call center policies, requirements, and work procedure
* Excellent administrative, managerial, and organizational skills
* Strong communication skills, and computer skills
* Skilled in assessing business requirements and developing business applications
* Excellent programming skills in C++, Java, Perl, .Net, PHP, HTML, DHTML, XML
* Excellent telephone mannerism with superb voice quality
* Sound knowledge of basic accounting principles

**Work Experience:**

Call Center Analyst

Emerald Telecommunication Services, Buffalo, NY

August 2013 - Present

* Monitoring and analyzing daily call records and planning staffing levels
* Developing and maintaining effective models for drawing forecast
* Analyzing data and preparing reports for internal circulation and use
* Assigning workstation to each executive and protecting it with voice-mail passwords
* Taking weekly meetings of all the departments and discussing optimization of performance
* Training team members of on using reporting tools and metrics

Call Center Analyst

Sunsire BroadBand, Buffalo, NY

March 2012 - July 2013

* Provided technical support to clients for broadband services
* Prepared budget for the call center and ensure cross-functional departments abide by
* Developed new processes to address clients' issues and monitor their effectiveness
* Handled escalated issues professionally and ensured customer loyalty
* Collaborated with IT, Finance, HR, Engineering, and Marketing departments for business improvement
* Identified areas with potential for business growth and advised management on benefiting from those opportunities

**Education:**

* Bachelor's Degree in Information Technology  
  Buffalo University, Buffalo, NY  
  2011

**Reference:**

On request.