

Skills

- Workforce Management:** NICE IEX, ADP eTime, real-time monitoring, intraday management, timecard management, staffing optimization, forecasting, scheduling
 - Automation & Workflows:** Microsoft Power Automate (workflow automation, data archival, email parsing, dashboard triggers), SharePoint integration, multi-step process automation
 - Data & Reporting Tools:** Microsoft Power BI, Power Apps, Figma, Microsoft Excel (pivot tables, formulas, V/XLOOKUP, conditional formatting), Power Query, DAX, SQL
- Collaboration & Platforms:** SharePoint, Microsoft Teams, Outlook
 - Incident Management:** Incident escalation, ticket creation, communication during outages, post-incident reviews
 - Technical & Development:** Python (data automation, AI projects), LangChain, LangGraph, AWS, GitHub
 - Soft Skills:** Communication, problem solving, time management, adaptability, cross-functional collaboration

Projects

- UBER CLAIMS DASHBOARD

September 2025

 - Designed and deployed a full-stack Power BI solution for monthly Uber claims with custom Figma UI, automating SharePoint data collection and streamlining manual GWCC count entry to reduce CSA workload
 - Built first Power App featuring 6-step wizard with month-based navigation, progress tracking, state-organized data entry, and SharePoint write-back functionality for streamlined GWCC count submission
 - Automated end-to-end workflow using Power Automate to trigger Power BI dashboard refreshes and stakeholder email notifications upon form submission on the embedded Power App, eliminating manual reporting processes
 - Developed multi-dimensional analytics identifying training opportunities through data quality flags (invalid claims, missing information) and tracking performance across call types, business entities, and geographic distribution
- CMP EPC DASHBOARD

May 2025

 - Designed and deployed a multi-page Power BI analytics report tracking call center interactions across multiple brands with custom Figma UI
 - Built comprehensive KPI monitoring system tracking calls, average handle time, resolution rates, total call length, and long-duration call identification with dual-axis brand performance comparisons
 - Developed root cause analysis capabilities identifying registration issue types and call reasons, enabling data-driven coaching through CSA performance rankings and call length pattern analysis
 - Automated monthly data archival using Power Automate to preserve SharePoint list history before system deletion, eliminating manual supervisor downloads and data entry
- UNIFIED NOTICES AND INSIGHTS (UNI) DASHBOARD

March 2025

 - Architected enterprise Power BI application managing 4,500+ timecard delegations across nationwide workforce with custom Figma-designed UI, triple search system (Cost Center, Gems ID, Name), and automated email integration
 - Built interactive Azure Maps geospatial visualization enabling timezone-based analysis and state-level workforce distribution insights
 - Evolved dashboard post-implementation from 5-wave onboarding tracker to ongoing operational tool based on changing business requirements
 - Integrated the teams current "Info Board" Power App after automating their communication workflow using Power Automate, eliminating manual email-to-Power App data entry.

Work Experience

- FARMERS INSURANCE – Remote

April 2021 – Current

 - Command Center Workforce Analyst I (2025 - Current)
 - Timecard Team Workforce Coordinator (2024 - 2025)
 - DMV Center of Excellence Service Advocate (2023 - 2024)
 - Bristol West Service Advocate (2021 - 2023)
- OPERATIONS COORDINATOR – Forefront Technology – Cleveland, OH

April 2020 - April 2021
- COSMETOLOGIST – Booth Rental Hairdresser/Nail Technician – Cleveland, OH

November 2009 - April 2021