



Personal Information

Full Name	Shubham K
Address	Ambernath, India
Current Job Title	RealTime Analyst
Languages	English, Marathi, Hindi
Availability to join (in days)	30

Candidate Summary

A results-oriented WFM Real-Time Analyst with 14 months of experience, proficient in monitoring agent activities, ensuring schedule adherence, and maintaining service levels using Verint and IEX. Skilled in managing real-time tasks like cross-skilling, break optimization, and schedule exceptions to support smooth operations. Experienced in monitoring real-time queues, agent states, and performance to maintain SLA targets. Adept at executing intraday adjustments, managing exceptions, and providing performance summaries to leadership. Possesses strong communication skills, effectively communicating performance risks and action plans to various stakeholders. Also has a Bachelor's Degree in BAMMC (Bachelors of Arts in multimedia and mass communication).

Educational Qualification

Degree and Specialization	Institution
BAMMC (Bachelors of Arts in multimedia and mass communication) (2024)	Mumbai University
HSC (2021)	Maharashtra state board

Skills

- Real-Time Queue Monitoring
- SLA & Service Level Management
- shrinkage Tracking
- Communication with Ops & Team Leads about Real time changes
- Experience IEX
- Verint
- CUIC Dashboard
- Finesse
- Cisco unified CCE administrative (skilling tool)

Work Experience Summary

Timeline	Role	Company / Client
Dec 2024 - Current	RealTime Analyst	WiproLimitedAiroli

Work Experience

Company

WiproLimitedAiroli

Duration

Dec 2024 - Current

Role

RealTime Analyst

Responsibilities

- Monitor real-time queues, agent states, and interval performance to maintain SLA and service level targets.
- Execute intraday adjustments including skilling, reskilling, break optimization Manage agent exceptions, schedule changes, and real-time updates in WFM tools.
- Ensured accurate documentation of schedule changes, off call activities, and agent exceptions.
- Provide hourly, mid-day, and end-of-day performance summaries to leadership.
- Communicate performance risks and action plans to Team Leads, Ops Managers, and WFM partners.
- Analyze forecast vs. actual volume and AHT.