

Ogden McGahan

Workforce Management Real Time Analyst

My goal is to excel in everything that I do with consistency and determination, through solid daily practices that build over time.

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Profile

A little about me

Arista Honor Society president for two years at Dewitt Clinton High School in the Bronx, NY. I am a very dependable, intelligent asset looking for opportunities that can be enhanced by my abilities. It gives me great joy to help others succeed.

Skills

My proficiencies

I am proficient in using all Microsoft Office applications and have excellent reporting abilities.

Customer Relations
Detail Oriented
Compliance Monitoring
Task Prioritization
Time Management
Report Preparation
Highly Dependable

Decision Making
Administrative Support
Written Communication
Schedule Management
Problem Solving
Employee Management
Self Starter

Work Experience

Current and past jobs

Conduent

Workforce Management Real Time Analyst Since 1/2018
Huron Campus, 15 Oak Hill Ave., Bldg. 257. Endicott, NY 13760
WFM Supervisor: Hensley Cansler - Phone: (718) 313 9569

- Use of IEX, CMS, Microsoft Office, Avaya, Verizon Virtual Contact Center, Teams, Outlook and Vector
- Data analysis with action plans
- Forecasting staffing requirements
- Correspondence and Proponisi
- Employee adherence and performance evaluations
- Keys daily exceptions requests, updates schedules and responds to escalated issues and ad-hoc requests
- Coordinates appropriate staffing allocation and availability of call center staff in order to achieve service level objectives

Heath Consultants

Project Manager

6/2013 – 1/2018

9030 Monroe Road, Houston TX 77061 - Phone:(713) 844 1300

Regional Service Manager: Ed Joyce - Phone: (570) 575 6574

- Managed multiple contracts for utility companies across NY, PA, NJ and MD.
- Management of natural gas leak surveyors, cathodic protection programs, gas leak pinpointers, propane surveyors, odorization testers and meter readers
- Safety and quality auditor
- Survey map reading, editing and reporting
- Code enforcement and damage prevention
- Certified Smith Driving instructor
- Writing accident reports
- Federal and company record keeping
- Annual budgeting
- Conducted skill performance evaluations

Education

18 years of education

Vehicles Incorporated

Certification for General Office and Software Training

1992

1832 Madison Avenue, Room 202, NYC 10035

Microsoft Office Suite

State University at New Paltz

Bachelor of Science Degree

1981

75 South Manheim Blvd, New Paltz, NY 12561:

Studied Music Theory and Composition, Accounting, Liberal Arts

Dewitt Clinton High

Regents Diploma

1976

100 W. Mosholu Parkway S., Bronx, New York 10468

General Academics. Arista Honor Society president