



Ritzcel F.

Objective

To utilize my managerial and technical skills in a customer service organization that promotes teamwork, growth and employee development.

Summary

Results-driven professional with a strong background in management, customer service, and telecommunications. A visionary who readily adapts to change. Demonstrates the ability of quick understanding and handling of technical and operational issues. Strengths include ability to integrate telecommunications skills, team leader and facilitator, effective communicator on all levels, innovative problem solver, and understanding of operations. Other skills include:

- Several years experience in Aspect applications and report programming
- Managing small to large support staff in call center environment
- Knowledge of PC setup and installation, troubleshooting and upgrades
- Experience training individuals in Windows applications, Office Suite, general operations, and call center applications

Professional Experience

RCG IT, King of Prussia, PA (21st Century Insurance, Wilmington, DE)

Senior Workforce Management Analyst (Contractor), December 2009 – Present

- Analyze call volumes, call patterns, and call trends
- Utilize information to build, coordinate, and maintain employee schedules
- Compares product & skill knowledge to employee licensure to ensure proper skill based employees are scheduled throughout business hours
- Manages time off for contact center employees
- Forecasts daily and weekly contact volumes by analyzing call trends and staff productivity
- Create reports for management regarding service level measures etc
- Trains new employees on workforce management procedures and guidelines
- Implement upgrades on products
- Recommends operational improvements
- Monitor overtime projections to keep within budget
- OPA tracking
- Communicate all contingency plans

Crescent Solutions, Philadelphia, PA (Comcast Cable Communication, Inc., Voorhees, NJ)

Telecommunications/Call Center Project Manager (Aspect ACD Administrator), October 2008 – March 2009

- Modifying Aspect ACD routing tables based on business needs and best practices
- Work closely with telecom and Cisco team on the migration plan for Cisco conversion
- Maintenance scheduling needs for Aspect ACD
- Setting up automated procedures to assist RMG team from manual manipulation
- Program toll free and local numbers to suit the needs of the call center
- Work with business operations on reaching call center measures by reviewing routing tables and adding or modifying steps to insure we can meet our goals
- Assist reporting and forecasting teams to insure the data they receive from ACD is accurate

UCINY, Long Island City, NY (State of NY Workers' Compensation Board, Albany, NY)

Call Center Technical Manager, October 2007 – October 2008

- Controlling 2 Aspect call centers (Menands/Albany, NY and Jamaica/Queens, NY both 2007)
- Working as a liaison between operations/call center and IT
- Managing call center system across the state of New York's Workers' Compensation Board with facilities on Uniphil connect throughout the state (currently have VOIP set up for over 48 service centers and Workers' Compensation Offices)
- Work with executives on implementing compliance and reaching call center measures
- Create new policies and procedures based on union and state rules for employees



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- Implemented a forecasting and scheduling module based on historical reporting and projected increase in call volume
- Train state employees on use of Uniphi Connect, CACTI Quality Assurance Monitoring System, Schedule Adherence, new policies and procedures, reading and understanding the ACD reports generated for the call center, and Producer/Director software which monitors real time reporting
- Travel to different sites to educate supervisory staff and end users on the proper use of call center equipment and on the new policies and procedures created by the latest reform
- Developed best practices documentation for call center staff to insure that all injured claimants needs are met with satisfactory results
- Identifying KPIs for business standards and measurements regarding workforce management and new goal requirements
- Produced and deployed a new customer service standard to handle all first call resolutions to avoid multiple call backs and escalations
- Assist Quality Manager on the importance of reviewing all calls for employee development and improvement
- Work with security and authorities on emergency calls from threatening clients
- Work on disaster recovery procedures
- Develop & implement scorecard metrics with the business units for employee recognition and development
- Work with vendors on troubleshooting, invoicing, ordering, rectifying, etc
- Creating call routing strategies to better business practices to reach set objectives
- Set service level goals for a more dynamic call center setting
- Work with authorities regarding fraudulent callers
- Revamp both call centers as a backup controller for one another
- In charge of all ACD routing changes and creation
- Run SQL queries against ACD for raw data feeds
- Schedule new ACD reports for call center needs
- Create statements of work for unifying both call center locations
- Order servers for all needs pertaining to call center operation
- Load and save CACTI Quality Assurance Monitoring tools
- Train IT groups on monitoring call center system and troubleshooting
- Research new technology to better serve the state's goals
- Purchase equipment and technology per requirements for making a complete virtual call center environment
- Center point of contact for all call center related issues
- Negotiated order confirmations and contracts to bring a cost savings of over \$98,000 annually for both equipment and vendor support
- Managing call center technical staff throughout the State of NY's sites

The Signal, Wayne, PA

Senior Network Engineer for Telecommunication & Call Center Systems, September 2005 – October 2007

Workforce Management & Forecasting Supervisor, August 2004 – September 2005

- Controlled 2 Aspect call centers (Albany, Oregon 400r and Wayne, PA 200r)
- Worked as a liaison between operations/call center and IT
- Created reporting and call routing strategies with the operations/call center
- Forecasting, scheduling, adherence, intraday information upload and deployment via Aspect eWFM
- Managed small group of command center specialists, ACD technicians and forecasting/scheduling analyst
- Implemented shift bid procedures for projected forecasted volume for future growth based on new client needs
- Loading and creating of CMI servers (Aspect Contact Server)
- Responsible for all Aspect ACD programming
- Cross connects and installation of PBX and ACD phones
- Main point of contact for Mitel VOIP PBX for 3 sites (York, PA Warehouse, Wayne, PA Administration, and Duluth, GA Call Center & Administration)
- Implementation of Mitel systems and PrairieFyre Reports Manager
- Work closely with the business on business rules, concepts, and new processes
- Provide reporting for telecommunications systems
- Purchasing of equipment for new projects/new sites
- IVR maintenance on Periphonics IVR system



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- Verizon Network LTERM allocations
- Genesys Conference calling applications
- Bill review and consolidation
- Produce disaster recovery plans for all emergency cases, i.e.: fire, inclement weather, complete site shut down, minor shut down of specific queues and clients
- Generate and analyze reports for call center statistics for all 3 sites
- Develop new call center strategies to decrease talk time, meet SVL & ASA requirements, and increase customer service performance
- Research and recommend new call center technology that would assist the business
- TTY deployment
- Verizon Business circuit turn up and installation
- Rightfax installation on PBX
- Work closely with IT on implementation of new telecom equipment and requirements for hardware and software
- Implementation of telecom solutions for Mitel VOIP 3300 PBX
- Train users on the proper use of Aspect ACD tools such as ASMS, teleset, and report interface
- Work closely with Aspect CSC and Technicians on all expansions, patches, and launches
- Proficient in the creation of reports through Report Writer/Runner and Seagate Crystal for Aspect Version 7
- Creation and implementation of RTS servers for director and producer

RMH Teleservices/NCO Group, Newtown Square, PA /Horsham, PA

Inbound Call Center Systems- Aspect Systems Manager, May 2002 – August 2004

Inbound Call Center Systems – Inbound Reporting Manager, October 2002 – August 2004

- Controlling 8 Aspect call centers (ranging from 100r to 400r with 1 utilizing eWorkforce adapter and 2 Winset VOIP)
- Working with new and existing clients on implementation of new sites, call routing, and reporting requirements
- Lead inbound reporting group with the use of codes in Excel via Visual Basic macro creation. Supervising individuals for client deliverables, new coding, and reporting requirements per client and site specifications.
- Circuit turn up work with AT&T Canada, Bell Canada, AllStream, and Alliance on ISDN and NFAS T1s
- Loading and creation of CMI servers (Aspect Contact Server)
- Loading and creation of reporting for Blue Pumpkin Workforce Management software
- Work closely with Network Services and Aspect technician on the implementation of Aspect Winset VOIP from Pennsylvania switch to an international call center including the creation of users isolating issues for either network or Telco, creation of CCTs/Apps, and virtual stations for Witness Monitoring System, troubleshooting of RIC cards and wild card selection for remote access
- Implemented interqueue usage for virtual calling for 2 locations
- Work closely with ICM for next available agent routing through multiple call centers
- Administering IP phones via Siemens OptiPoint website & via the IP phone
- Loading of DID lines through E&M cards for call center IVR system
- Purchasing of equipment for new projects/new sites
- Implementation of telecom solutions for VOIP, additional circuits, and utilization

Technical Consulting, Various Locations, PA and NJ

Part-Time Telecommunications Specialist (Contract Position), February 2001 – May 2001

Project Manager on Telecommunications Systems (Contract Position), May 2001 – May 2002

- Interact with clientele
- Monitor telephony billing
- Roll out new call center switch
- Create client specific changes and modification to call routing and control tables
- Distribute and launch toll free numbers through AT&T Route It Network for new and existing clients
- Proceed with testing and maintaining of quality assurance monitoring system
- Implementing new users in PBX switch
- Work closely with clients on any routing issues
- Create canvas screens for agent monitoring
- Responsible for videoconference and teleconference equipment and scheduling



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- Assist staff in interpretation of report data
- Training supervisors and administrators on the use of Agent Administrator off of Aspect ASMS

Comcast Cable Communications Incorporated, Philadelphia, PA **Senior Operations Analyst / Call Center Specialist, March 2000 – May 2001**

- Supervised support staff which included 3 scheduling analyst, 2 MIS coordinators, and 4 statisticians
- Database design including agent groups, applications, supervisor, teams, class of service, inbound and outbound dialing capabilities
- Programming and maintenance of Aspect v7 800r and Siemens Rolm 9751 switches
- Spearheaded project to switch to one large trunk group to distribute calls instead of several ISDN PRI's resulting in a savings of over \$10,000 annually
- Redesign of telecom routing to enhance productivity and maximize service level
- Coordinated with all departments any Aspect and Siemens phone relocations
- Planned and recommended long and short-term changes to the telecommunications system
- Met with various business units to plan, coordinate, and implement move/upgrade projects
- Inventoried and documented capacity of both switches to assess expandability
- Development and implementation of call routing applications and call control tables
- Maintained Avaya Mosaix dialer with FTP process of call list
- Telecom inventory and financial analysis of all telecom related bills
- Troubleshooting specific issues concerning hardware, software, telecom and/or applications
- Modifying and creating new users through Siemens ROLM Phonemail System
- Interfaced with Aspect, Avaya, E – Talk, Verizon, Siemens, and IEX personnel to resolve issues, etc.
- Provided on-site and on-call support and technical expertise on Aspect, Avaya, IEX, and Siemens software
- Scheduled reports for generation on an ad hoc, hourly, daily, weekly or monthly basis via Report Writer/Runner
- Provided ongoing support and technical assistance to call center employees
- Installation support, LAN connectivity, printer issues, workstation configuration, computer and telephone logons and general “how-to” questions on company supported software
- Identified and proposed recommendations for cost-saving measures for all telecom equipment

PRWT Comserve, Philadelphia, PA **Help Desk & Desk Support Supervisor/ACD Administrator, April 1998 – March 2000**

- Supervised support staff for help desk and desktop support
- Administered all ACD routing changes to suit clients' needs
- PC installation and desktop support for all users

Alliance Data Systems (US Satellite Broadcasting), Voorhees, NJ **Escalations Line Call Center Lead, December 1992 – September 1994** **Command Center Specialist, September 1994 – February 1995** **Forecasting & Scheduling Analyst, February 1995 – July 1997** **Call Center Technology Specialist, July 1997 - April 1998**

- Lead different roles throughout call center from handling escalated calls, running real time adherence with command center staff, forecasting and scheduling of agents, and administering call center technology through routing implementations and new equipment

Call Center (Telecommunications) Equipment and Software

Proficient in the following equipment

- Aspect Release 6 through 9.1.1 (Certified by Aspect)
- Aspect System Management Suite (Certified by Aspect)
- Aspect Architect (Certified by Aspect)
- Customview Producer/Director (Certified by Aspect)
- Aspect eWFM
- Blue Pumpkin
- Customview Report/Writer Runner



Custom Development Solutions
Data Management Solutions
Networking Infrastructure Solutions
Advanced Infrastructure Solutions



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- Seagate 7 Crystal Reporting for Aspect (Certified by Aspect)
- Winset VOIP 3.1 with CM04.1 (Certified by Aspect)
- Mitel 3300 (Certified by eComm Communications for PBX & ACD programming)
- Aspect Real Time Server
- Aspect Contact Server V51.1
- Aspect Uniphi Connect
- Cacti Quality Assurance Monitoring System
- IEX TotalView

Working knowledge of the following equipment

- Avaya Mosaix Dialer (Certified by Avaya)
- Syntellect IVR
- Siemens ROLM Phonemail SP 5000 and 6000 series
- KRONOS Timekeeper
- TCS Call Center Management
- NOVA Intranet Call Center Management
- E-Talk Teknekron Monitoring System
- AT&T Route It
- Comverse Quality Assurance Monitoring System
- Peregrine
- Verizon Bill @ Once
- PrairieFyre Reporting Manager
- Verizon Business Manager
- Periphonics IVR