

Mexico Jobs Expertini®

Real Time Analyst (WFM)

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Company: Amazon Web Services Mexico S. de R.L. de C.V. - C68

Location: Mexico City

Category: computer-and-mathematical

THIS ROLE IS IN PERSON IN MEXICO CITY, MEXICO.

At AWS, we're looking to hire an Real-Time Analyst (RTA) to be part of the AWS Premium Support Community Support Workforce Management (WFM) team. The RTA will be responsible for real time monitoring of service levels and site performance during the day to ensure effective management of the incoming volume. This position is responsible for monitoring, measuring and analyzing operational performance and progression metrics in by utilizing out WFM systems and standardized protocols to ensure each component combines seamlessly for all stakeholders. This position will have high visibility to all the internal operations teams and third-party organizations.

Key job responsibilities

- Intraday real time monitoring of performance service levels and backlog for all queues, agents, teams, and sites in a 24/7 operation environment
- Drive real-time adherence to the expected capacity against the actual performance to achieve service levels and efficiency metric goals
- Communicate and call out changes to incoming contact patterns to operations and the broader WFM team in real time
- Support changes within routing profiles
- Update and send reports related to the performance of each site including but not limited to shrinkage, occupancy and core KPI's

- Review and process tickets assigned to the WFM team that require real-time assistance to different stakeholders
- In partnership with the Operations and WFM teams, the RTA monitors and reports on the execution of corrective/preventive changes to plans, in order to achieve KPIs

Role requirements:

- Be able to work a flexible schedule/shift, including weekends, nights, and/or holidays.
- Please note, this is an in-person position in Mexico City, Mexico. This role is not able to be offered virtually.

We are open to hiring candidates to work out of one of the following locations:

Mexico City, DIF, MEX

BASIC QUALIFICATIONS

- Work a flexible schedule/shift/work area, including weekends, nights, and/or holidays
- 3+ years of previous experience in a contact center environment using contact center technologies, such as Avaya, IEX, Nice, InContact, or similar
- 2+ years of previous experience in a workforce management role, such as a real time analyst or workforce analyst
- Knowledge of Excel at an advanced level (e.g., pivot tables & charts, multiple criteria lookups, nested logical/IF formulas, data cleansing, array formulas, etc.)
- Proven strong interpersonal and communication skills with the ability to communicate effectively to a wide range of constituencies in a diverse environment

PREFERRED QUALIFICATIONS

- Proactively gather the right data from appropriate sources and implement effective resolutions, probe/consider all of the facts, considers other perspectives; conduct root cause analysis; refer to long term plans and goals; prioritize key factors
- Ability to maintain composure in critical situations and communicate clearly with both internal and external stakeholders
- Ability to prioritize and meet tight deadlines
- Proven ability to build and maintain strong relationships with key stakeholders to ensure shared objectives are met

Cross References and Citations:

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