

# Teasha Midthun

Workforce Management Analyst

## Profile

Dedicated Workforce Management Analyst with 1 year of experience in optimizing workforce efficiency, forecasting labor requirements, and creating data-driven staffing solutions. Proficient in data analysis, performance metrics, and workforce management software. Demonstrates strong communication skills and a commitment to improving organizational productivity.

## Employment History

### Workforce Management Analyst at TaskUs, TX

Feb 2023 - Present

- Successfully optimized staff schedules for a team of 50 employees, resulting in a 15% reduction in overtime costs and a 10% increase in overall productivity.
- Conducted a thorough analysis of call center metrics, leading to the identification and resolution of inefficiencies that improved average handle time by 12% and increased customer satisfaction scores by 8%.
- Implemented a new forecasting model that increased forecast accuracy by 20%, enabling better resource allocation and planning, which contributed to a 5% reduction in employee attrition.

### Associate Workforce Management Analyst at Alight Solutions, TX

Aug 2022 - Dec 2022

- Successfully implemented a new workforce management system that increased operational efficiency by 25%, enabling the team to manage over 300 employees across multiple locations in Texas.
- Streamlined the scheduling and forecasting processes, resulting in a 15% reduction in labor costs and a 10% improvement in service level performance within the first six months of implementation.
- Developed comprehensive performance metrics and reporting tools that provided actionable insights for management, leading to a 20% improvement in overall employee productivity and a 5% reduction in attrition rates.
- Collaborated with cross-functional teams to design and launch a customized training program for new hires, reducing onboarding time by 30% and increasing new employee satisfaction scores by 20%.

## Education

### Bachelor of Business Administration in Human Resources Management at Texas State University, San Marcos, TX

Sep 2017 - May 2022

Relevant Coursework: Organizational Behavior, HR Strategy, Talent Management, Compensation and Benefits, Employee Relations, Training and Development, Recruitment and Selection, Performance Management, Employment Law, and Labor Relations.

## Certificates

## Details

[teasha.midthun@gmail.com](mailto:teasha.midthun@gmail.com)

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## Links

[linkedin.com/in/teashamidthun](https://www.linkedin.com/in/teashamidthun)

## Skills

Forecasting

Scheduling

Data analysis

Performance metrics

Time management

Problem-solving

Communication

## Languages

English

Urdu

## Hobbies

Data analysis and visualization

Reading about industry trends and innovations

Participating in online forums and communities related to workforce management and optimization