



KATE MARIE REY

Workforce Management

PROFILE

Workforce Management

professional with over 10 years of experience in the Business Process Outsourcing (BPO) industry, specializing in Capacity Planning, Forecasting, Long- and Short-Term Scheduling, and Real-Time Management. Proven leader with extensive experience managing, mentoring, and developing high-performing Workforce Management teams, driving operational excellence and workforce efficiency across Telecommunications, Healthcare, Food Service, and Insurance accounts. Skilled at partnering with clients and cross-functional leaders to develop strategic workforce solutions, optimize resource utilization, and consistently achieve business and service level objectives.

CONTACT ME

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■ Cawayan,
Dalaguete, Cebu
6022

WORK EXPERIENCE

EXL SERVICES INC.

WORKFORCE MANAGER

January 2026 - Present

Client: Allstate Property & Auto Insurance

- Lead Workforce Management operations, overseeing forecasting, capacity planning, scheduling, and real-time management while developing Workforce leaders and analysts.
- Partner with clients and senior leadership to drive workforce strategies that improve service levels, operational efficiency, and business performance.
- Provide data-driven recommendations and lead cross-functional initiatives to optimize staffing, productivity, and customer experience.

WORKFORCE LEAD ASSISTANT MANAGER

February 2023 - December 2025

Client: Allstate Property & Auto Insurance

- Managed and coached a team of Workforce analysts responsible for forecasting, scheduling, and real-time operations.
- Served as the primary Workforce liaison for client communications, workforce planning, and operational strategy discussions.
- Delivered workforce insights and process improvements that supported operational efficiency and service level achievement.

SKILLS

- Capacity Planning
- Workforce Management
- Long-term and Short-term Scheduling
- Real-time Management
- Client Correspondence and Relations
- Coaching and Talent-building

TOOLS & TECHNOLOGY

- Workforce Optimization tools such as: Aspect eWFM, Nice IEX, Genesys, Tableau and Avaya
- Reporting tools such as: Microsoft Excel, Power BI, Google Sheets and Google Docs

CERTIFICATIONS

Six Sigma-White Belt
Certification issued by Sitel Ph

Six Sigma-Yellow Belt
Certification issued by Sitel Ph

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➤ WORK EXPERIENCE

SITEL PHILIPPINES (FORMERLY SYKES)

WORKFORCE MANAGER – TRACK TRAINEE

August 2022 - February 2023

Client: Centene Healthcare (Medicare, Envolve, AcariaHealth, Ambetter, PDP)

- Managed and coached a team of Workforce analysts responsible for forecasting, scheduling, and real-time operations.
- Served as the primary Workforce liaison for client communications, workforce planning, and operational strategy discussions.
- Delivered workforce insights and process improvements that supported operational efficiency and service level achievement.

WORKFORCE SUPERVISOR

November 2021 - August 2022

Client: Centene Healthcare (Medicare, Envolve, AcariaHealth, Ambetter, PDP)

- Supervised and developed a team of Workforce analysts, providing coaching, performance management, and continuous learning opportunities.
- Managed forecasting, scheduling, capacity planning, and real-time performance to ensure operational and client objectives were achieved.
- Partnered with Operations leadership to deliver workforce recommendations and improve service delivery.

SKILLS

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➤ WORK EXPERIENCE

GLOBAL RESOURCE PLANNER
October 2020 to November 2021
Client: Menulog (Food Service)

- Developed workforce forecasts and capacity plans to support business demand and staffing requirements.
- Collaborated with Scheduling and Real-Time teams to optimize staffing, productivity, and service levels.
- Analyzed workforce trends and provided recommendations to improve operational efficiency.

SCHEDULING ANALYST
February 2018 - October 2020
Client: CenturyLink (Telecommunications)

- Developed and maintained employee schedules to align staffing with forecasted workload and service level targets.
- Managed schedule adjustments, overtime, PTO, and staffing requirements while ensuring schedule accuracy.
- Analyzed workforce data to improve scheduling efficiency and resource utilization.

WORKFORCE REAL TIME ANALYST
September 2016 - February 2018
Client: CenturyLink (Telecommunications)

- Monitored real-time contact center performance and managed intraday staffing to meet service level goals.
- Coordinated with Operations to address staffing gaps and optimize workforce allocation.
- Generated workforce reports and analyzed key performance metrics to support operational decisions.

SKILLS

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EDUCATION

BACHELOR OF SCIENCE IN
ACCOUNTING TECHNOLOGY
University of San Carlos- Main

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➤ WORK EXPERIENCE

SUBJECT MATTER EXPERT

July 2016 - September 2016

Client: CenturyLink (Telecommunications)

- Provided technical guidance and process support to frontline agents while handling escalated customer concerns.
- Assisted in coaching, onboarding, and developing new team members to improve performance and product knowledge.
- Supported Operations by monitoring performance trends and recommending process improvements.

TECHNICAL / CUSTOMER SUPPORT REPRESENTATIVE

May 2015 - July 2016

Client: CenturyLink (Telecommunications)

- Delivered technical support and troubleshooting while providing high-quality customer service.
- Resolved customer issues efficiently and documented interactions in accordance with company standards.
- Consistently met performance metrics for customer satisfaction, quality, and productivity.