Andrew Ruhnow

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RESUME SUMMARY

Results-driven Data Analyst transitioning from Workforce Management, with over 10 years of experience in workforce planning and operational strategy. Skilled in SQL, Python, Tableau, and Excel, with a strong ability to translate complex datasets into actionable business insights. Proven track record of optimizing staffing models, improving customer experience, and driving efficiency.

PROFESSIONAL EXPERIENCE

6/2022–4/2023 | Forefront Dermatology., *Indianapolis, IN*
Workforce Management Analyst

- Led the rollout of a new RingCentral Workforce Management system for 150+ staff, enhancing scheduling accuracy and operational performance across the patient access department
- Forecasted inbound call volume for eight queues handling up to 150,000 monthly calls using historical data and trend analysis
- Created data-driven schedules for 10,000 monthly outbound agent calls, optimizing resource allocation
- Managed real-time staffing adjustments for 150+ agents, enhancing efficiency in scheduling meetings, assigning tasks, and balancing workloads
- Collected and analysed call center operations data (arrival patterns, AHT, service levels, adherence) to identify performance trends and develop staffing plans that balance cost efficiency with patient satisfaction

1/2022–6/2022 | Franklin Energy., *Indianapolis, IN*
Workforce Management Supervisor (Contract)

- Guided frontline agents in identifying workflow gaps and real-time staffing needs, modeling best practices that improved daily task completion and reduced delays in customer handling
- Fostered strong cross-functional relationships with operations and leadership teams to coordinate offline activities and ensure balanced SLA and KPI performance
- Collaborated with Customer Care Quality and Training teams to develop onboarding and training support plans, accelerating new hire ramp-up and improving retention outcomes
- Identified opportunities for continuous improvement through analysis of current systems and workflows, leading to enhanced reporting capabilities and more efficient staffing processes

EDUCATION

CareerFoundry - *Data Analytics Program | Completed April 2025*

Indiana University-Purdue University Indianapolis | B.G.S. | *Completed May 2011*

SKILLS

Python (Pandas, NumPy)

SQL

Tableau

Data Visualization (Matplotlib, Seaborn, Plotly)

Advanced Excel

Workforce Forecasting & Scheduling

WFM Systems (NICE IEX, RingCentral, ProScheduler, Pipkins)

Intraday Staffing Management

SLA & KPI Analysis

CORE COMPETENCIES

Stakeholder & Client Relationship Management

Strategic Thinking & Problem Solving

Project Management & Implementation

Process Improvement & Operational Efficiency

Workforce Planning & Optimization

Cross-Functional Collaboration & Communication

7/2016–8/2021 | Stericycle Communication Solutions., *Indianapolis, IN*
WFM Sr Analyst

- Analyzed performance data across operational teams to determine optimal staffing levels, aligning workforce plans with service, sales, and financial targets
- Forecasted inbound and outbound workload trends, productivity rates, and staffing requirements by analysing historical data and projected call volumes to support strategic planning
- Led weekly collaboration meetings with multi-site contact centers and team managers to identify resource utilization gaps and implement process improvements
- Provided real-time support to Scheduling and Traffic teams to manage intraday staffing adjustments and reduce service level variances

11/2013–7/2016 | Stericycle Communication Solutions., *Indianapolis, IN*
Account Manager

- Led client programming and process optimization initiatives, delivering actionable recommendations that improved satisfaction, strengthened retention, and contributed to revenue growth
- Resolved client issues by facilitating collaborative solutions, ensuring outcomes aligned with both client expectations and business objectives
- Oversaw technical support accounts in the Communication Solutions division, managing a high-volume workload with consistent professionalism and on-time task completion
- Designed and implemented new client platforms and service enhancements, presenting tailored solutions that increased adoption and improved customer experience

8/2011–10/2013 | Daverci Software Solutions., *Hillsboro, OR*
Account Manager

- Managed 80+ long-term care pharmacy and facility accounts nationwide, overseeing all new customer deployments and ensuring seamless onboarding experiences
- Led beta testing and implementation of pharmacy billing software for existing clients, documenting deployment processes to standardize future rollouts
- Drafted and negotiated new customer contracts and renewals, strengthening client retention and fostering long-term partnerships
- Built and maintained strong relationships with key stakeholders and decision-makers to proactively resolve concerns and enhance client satisfaction

PROJECTS

NYC Citi Bike Strategy Dashboard
Analyzed bike usage patterns and weather trends using 2022 Citi Bike and NOAA data to identify availability gaps and seasonal demand shifts. Designed and built an interactive dashboard in Python using Pandas, Plotly, and Kepler.gl to visualize usage hotspots and support strategic bike redistribution planning.

Instacart User Behavior Analysis
Analyzed customer purchase patterns using Python, Pandas, and Tableau to uncover peak shopping hours, preferred price ranges, and high-value customer segments. Recommended targeted promotions and dynamic pricing strategies to increase customer retention and average order value.

US Influenza Mortality Analysis
Merged CDC and US Census data to analyze and visualize flu-related death trends across geography, age, and gender. Used Excel and Tableau to create interactive dashboards supporting public health insights and demographic risk assessments.