

# United Arab Emirates Jobs Expertini®

## CX WFM Analyst

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Company: تابي

Location: , , United Arab Emirates

Category: business-and-financial-operations

CX WFM Analyst Department: CX Analytics Employment Type: Full Time Location:

Remote Reporting To: Fedor Suslyaev Description

Tabby creates financial freedom in the way people shop, earn and save, by reshaping their relationship with money. The company's flagship offering allows shoppers to split their payments online and in-store with no interest or fees. Over 32,000 global brands and small businesses, including Amazon, Noon, IKEA and Shein use Tabby to accelerate growth and gain loyal customers by offering easy and flexible payments online and in stores. Tabby has generated over \$7 billion in transaction volume for its partner brands and has the highest rated, most reviewed, largest and fastest growing app of any fintech in the GCC region. Tabby launched operations in 2020 and has raised +\$1 billion in equity and debt funding from global and regional investors. A Workforce Analyst is responsible for analyzing and interpreting data related to the organization's workforce. He/she uses statistical methods and software tools to collect, organize and analyze workforce data, including incoming volume patterns, employee demographics, performance metrics, and turnover rates. One of the main responsibilities is to develop and maintain forecast models to support long-term planning. The WFM analyst collaborates with the Strategic team, Finance Team, HR managers and other stakeholders to identify trends and patterns in the data, and provides insights and recommendations to improve workforce planning and management strategies. In addition, the WFM may be responsible for creating reports and presentations to communicate findings and recommendations to the management. They may also provide training and guidance to junior analysts or OPS staff on workforce analysis techniques and best practices. To excel in

this role, a WFM analyst should have strong analytical skills, proficiency in statistical analysis software, and the ability to interpret complex datasets. They should also have good communication and presentation skills to effectively communicate findings and recommendations to stakeholders.

Overall, a WFM analyst plays a crucial role in optimizing workforce performance, ensuring efficient resource allocation, and driving continuous improvement within the organization.

**Key Responsibilities**

**Capacity Planning:** Developing and maintaining forecast models and future schedules to ensure optimal staffing levels are maintained. This involves analyzing historical data, trends, and patterns to predict future resource requirements. Regular monitoring of models' quality level. Continuously improving the quality of forecasts

**Performance Monitoring:** Tracking and analyzing key performance indicators (KPIs) such as service level, average handle time, occupancy rate, and adherence to schedule. Identifying trends and patterns to make recommendations for improving efficiency and productivity.

**Reporting and Analysis:** Creating and distributing regular reports on workforce performance, including call volumes, staffing levels, and other relevant metrics. Conducting in-depth analysis to identify areas for improvement and making recommendations based on findings.

**Process Improvement:** Identifying opportunities for process improvement within the WFM function and collaborating with cross-functional teams to implement changes. This may involve automation, technology enhancements, or procedural changes.

**Skills, Knowledge and Expertise**

Master's degree in a relevant field (e.g. math, statistics, computer science, technical majors)

2+ years of experience in customer support or a related field

Knowledge of math and statistical methods

Knowledge of SQL, BI tools (Tableau, Power BI, etc.)

Knowledge of python and experience in building forecast models (stat models, time series models, classical ML models)

Knowledge of contact center processes and metrics

Ability to work in a fast-paced, dynamic environment and adapt to changing priorities

Strong communication and collaboration skills to work effectively with cross-functional teams

Upper-intermediate English proficiency

**Benefits**

We offer flexible working hours and trust you to work enough hours to do your job well, at times that suit you and your team.

A working environment that gives you autonomy and responsibility from day one.

You should be comfortable with the idea that the quality of your work will influence the shape of your career.

Participation in company's employee stock options program.

Health Insurance

We are passionate about creating an inclusive, high-performing workplace that gives people from all backgrounds the support they need to thrive, grow and meet their goals (whatever they may be).

If this sounds exciting to you, we'd love to hear from you!

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