



Kasandra Bogan

240 Wisozk Loaf, Chicago, IL ♦ Phone: +1 (555) 430 4302

EXPERIENCE

02/2016 – present

ASSOCIATE WORKFORCE CONTROLLER, SEASONAL

Boston, MA

- Coordinate workload and workforce activities in real time
- Make sure to respect the quality of service queues
- Capacity to work under pressure
- English working knowledge
- Provide support reactively to employees and other stakeholders
- Establish and adjust the planning of the schedules for D-2 days
- Analyze study and solve the unusual and complex situations

06/2009 – 10/2015

ASSOCIATE WORKFORCE CONTROLLER

Boston, MA

- Plan and coordinate off-line activities
- French, fluent in the language with no significant limitation
- MS Excel intermediate
- MS Outlook basic
- Thorough knowledge of Bell organization and practices, and collective agreements
- Contribute to the organization's operational excellence
- Team player

07/2003 – 12/2008

CONTROLLER, ASSOCIATE

New York, NY

- Establish strong relationships and provide support to Firmwide Regulatory Reporting & Analysis and related control groups
- Manage relationship between technology, regulators, and management team, to outline timelines and milestones to align reporting with target end state
- Constructively escalate issues and present complex information in a clear and concise manner to Management
- The individual will work closely with representatives of the Mortgage Finance and business areas to support new initiatives/products, etc
- Performing and reviewing variance analyses
- Supporting wholesale lending external reporting governance and report validation, including lending sections in the earnings press release supplement, SEC and regulatory filings and other credit related external reporting
- Continuous process improvement

EDUCATION

DREXEL UNIVERSITY

Bachelor's Degree in Accounting

SKILLS

- MS Outlook basic
- Ability to get others to adjust their work according to changing priorities
- Ability to analyze data, identify anomalies and trends
- Ability to calculate percentages, averages and other functions, and to draw logical conclusions from these
- Thorough knowledge of Bell organization and practices, and collective agreements
- English, working ability to carry out normal business in the language
- Knowledge of workforce management system (IEX, symposium or others...)
- Strong communication skills (interpersonal, presentation)
- English = Working ability to carry out normal business in the language
- French = Fluent in the language with no significant limitation