

Brett Caron

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[LinkedIn](#)

Thanks for taking the time to review this resume - if you have any questions, feel free to contact me at the above email, phone number, or connect on LinkedIn!

Core Competencies

- First and foremost, I consistently produce quality copy in any writing or editing role.
- I'm highly proficient with Excel, Word, and their Google app equivalents. I have a knack for identifying ways to streamline processes, especially using Excel/Sheets to replace copy+paste timewasters with efficient tracking tools that require far less busywork to maintain.
- My strengths are communications, analytics, research, and pizza consumption.

Work Experience

I'm currently pursuing a Bachelor's Degree with Athabasca University and have held the full-time position of **Workforce Management Analyst** for **O2E Brands** since March 2014.

The responsibilities of this position are: creating and adjusting schedules for O2E call centers (which cover 1-800-GOT-JUNK?, You Move Me, WOW 1-DAY Painting, and ShackShine), as well as analyzing agent and team performance to determine whether KPIs are being met.

We also forecast projected call volume to ensure service levels are met across all brands.

This involves: extensive use of spreadsheet tools to analyze performance, attendance, and peak call tracking - several of which I developed in Excel/Google Sheets. Communications across the sales centers and other departments are common, which I am responsible for composing,

Previously, I've worked as a **Content Writer** for **Morpheus Hypnosis**, **Clerk** for **Feehely, Gastaldi - Barristers & Solicitors**, and a **Business Analyst** for **Kingsdale Shareholder**.

I'm also a **Blogger** for the **Huffington Post**, have blogged for **andPOP** and **O2E Brands**, and I contribute as a **Freelance Writer** for **Palladium Books**. Check out my [LinkedIn!](#)

So, why hire me?

Good question. You want me because I want to make an impact everywhere I go. The way I do that is work until I drop, problem-solve like a champ, and learn everything I can.