Jerin Abraham

Operations Analyst | Business Analyst — Forecasting · Financial Analysis · Reporting Automation · Business Intelligence

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Professional Summary

Operations and Business Analyst with 5+ years of experience in forecasting, financial analysis, reporting automation, and business intelligence. Turns complex operational and financial data into Power BI dashboards, forecast models, and clear recommendations that help leadership reduce costs, improve forecast accuracy, and plan capacity across multi-site operations. Trusted partner to Finance, Operations, and senior leadership, with advanced Excel modeling, SAS, SQL, and process automation skills.

Core Competencies

Forecasting & Predictive Modeling · Variance Analysis · Scenario Modeling · Capacity Planning · Labor Cost Analysis · KPI & Performance Management · Executive Dashboards · Process Improvement · Cross-Functional Stakeholder Management

Professional Experience

Workforce Planning Analyst | Optimum | September 2024 – Present

- Build forecasting and capacity models that drive multi-site staffing plans, giving leadership a forward view of demand, headcount needs, and cost.
- Design executive Power BI dashboards tracking performance, cost, and utilization, and automate recurring reporting to cut manual effort by four hours per week and improve data accuracy.
- Run forecast-to-actual variance analysis to pinpoint cost drivers, improving forecast accuracy and reducing overtime spend.
- Partner with Finance and Operations to align staffing plans with budget targets and translate analysis into actionable recommendations.
- *Tools: Power BI, Tableau, MS Access, Verint, Cisco, Jira*

Workforce Management Analyst | 1-800-Flowers, Inc., Jericho, NY | September 2021 – September 2024

- Produced short- and long-term forecasts for budgeting and resource planning, and supported peak-season readiness through scenario modeling and demand analysis.
- Optimized scheduling strategies to reduce labor and overtime costs by 15% while maintaining performance targets.
- Built reporting databases and delivered KPI insights to senior leadership to support operational and financial decisions.
- Raised training completion from 20% to 97% by scheduling training, and implementing training initiatives.
- *Tools: Excel, SAS, Alvaria, Genesys, Sprinklr*

Technical Skills

Analytics & BI: Power BI, Tableau, SAS, Advanced Excel (PivotTables, Power Query, Financial Modeling), MS Access

Data & Automation: SQL (working knowledge), Data Modeling, Database Development, Reporting Automation

Platforms & Systems: Verint, Alvaria, Genesys, Cisco, Sprinklr, Jira

Education

Bachelor of Business Administration (B.B.A.) | CUNY Brooklyn College | May 2019