

Jesse O'Brien

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SUMMARY

Workforce modelling and data specialist with 4+ years building FTE models, inflow forecasts, transition models, and scenario analyses inside a large government organisation. Technical stack spans Python, SQL, dbt, Snowflake, and Power BI. Consistent record of creating analytical infrastructure from scratch, supporting new workforce initiatives end-to-end, and translating complex modelling into decisions at operational, management, and executive level. Equally strong as a hands-on technical practitioner and as a data SME advising planning and analyst teams. Seeking a role where technical depth, forecasting, automation, and data-driven decision making matter.

WORK EXPERIENCE

Workforce Modeller / ACC

Apr 2026 – Present

- Act as a key modelling and data SME within a WFM function of 70+ staff, advising planners, real-time analysts, and leadership on technical feasibility, data interpretation, and process capability.
- Build FTE scenario models for new business initiatives, quantifying workforce impact of moving work between teams, standing up new functions, or absorbing inflow changes at scale.
- Develop what-if and transition models mapping how changes in one area of the business propagate FTE requirements across the wider organisation.
- Provide live modelling support in stakeholder meetings between WFM and business clients, translating operational requirements into data-driven workforce recommendations.
- Led the end-to-end data modelling and allocation framework design for new workforce functions, from initial scoping through to operationalisation and steady state.

Reporting Analyst / ACC

Jul 2025 – Apr 2026

- Designed, developed and maintained 50+ Power BI dashboards, Streamlit applications, and Excel reports supporting WFM operations, planning, and performance reporting up to executive level.
- Extracted, cleaned and modelled workforce data from Snowflake, Salesforce, and SQL sources using Python and dbt, ensuring accuracy and timely delivery across WFM reporting cycles.
- Advised reporting analysts across WFM on data interpretation, query design, and what is achievable within ACC infrastructure constraints.
- Collaborated with business stakeholders to translate operational requirements into scalable WFM reporting solutions informing planning, performance management, and strategic decisions.

Workforce Planner / ACC

Jul 2024 – Jul 2025

- Built volume forecasting models using Prophet and LightGBM to predict incoming work inflow across departments, providing the demand signal foundation for FTE planning and capacity modelling.
- Designed and built WFM forecasting pipelines and department-level inflow models from the ground up, replacing ad-hoc manual processes with automated, reproducible workflows in dbt, Snowflake, and Python.
- Developed transition models quantifying FTE requirements for claims moving between departments and staffing implications of standing up new teams or shifting work priorities.
- Built automated pipeline workflows using Python, GitHub Actions, dbt, and Snowflake, establishing modelling infrastructure that did not previously exist within the WFM function.
- Managed pipeline reliability across GitHub Actions and Azure, overseeing job monitoring and failure remediation to ensure continuity of critical modelling outputs.
- Provided technical guidance and modelling support to the broader WFM team on data-driven analysis of process change and operational impact.

- Built Python automation scripts that eliminated manual stakeholder processes and directly reduced the need for unplanned overtime, delivering measurable cost avoidance for the business.
- Developed and maintained WFM dashboards and reports in Power BI and Excel providing operational insights for planning teams and business leadership.
- Managed data queries and table operations in Snowflake to fulfil ad-hoc data requests across WFM functions with high accuracy and fast turnaround.
- Designed and deployed Streamlit applications to surface WFM data in interactive formats for non-technical stakeholders.

- Monitored real-time workforce activity across multiple business units within a 250+ FTE operation, managing intraday staffing decisions to maintain service levels.
- Built Power BI dashboards consolidating Salesforce and Genesys data into WFM-specific reporting views, replacing manual data extraction with automated visibility across work queues and team performance.
- Developed automated processes using Power Automate and Python to streamline WFM operations and reduce manual intervention in high-frequency daily tasks.
- Created operational and management reporting in Power BI, Salesforce, and Emite, including custom aging and queue metrics not available natively in source platforms.

SKILLS

Workforce Modelling	FTE modelling, capacity planning, scenario analysis, inflow forecasting, transition modelling, allocation process design
Languages	Python (pandas, Prophet, LightGBM, scikit-learn, Selenium, Streamlit), SQL (Snowflake, window functions, CTEs), DAX, M (Power Query), VBA, Jinja
Data Platform	Snowflake, dbt, GitHub Actions, Azure Pipelines, Git
Visualisation	Power BI (PL-300 certified), Streamlit, Excel and PowerPoint
Automation	Python scripting, Power Automate, Selenium
Tools	Genesys Cloud, Salesforce CRM, Emite, Microsoft 365

CERTIFICATIONS

Power BI Data Analyst Associate (PL-300) — Microsoft	2023
IBM Data Analyst Professional Certificate — IBM / Coursera	2025
Google Data Analytics Professional Certificate — Google / Coursera	2022
Google Project Management Professional Certificate — Google / Coursera	2025
Lean Six Sigma: White Belt	2024

EDUCATION

Bachelor of Business Administration

Specialisation: Project Management and Information Systems | University of Maine at Presque Isle