

Christopher J. X. Walter
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COMPETENCIES

- Experienced in high level Microsoft office applications for Windows and OS X platforms
- Workforce Management Software
- TM1 excel add-on
- IBM Cognos software

EDUCATION

The University of Texas at Tyler, Tyler, Texas, May 2015.
Bachelor of Business Administration
Major: Finance
Minor: Marketing

WORK EXPERIENCE

FP&A Sr. Analyst

Citigroup – Irving, Texas

July 2018 – Present

- Provides financial support to North America CIO team and business CEO with Annual budgets, forecasts, Capitalization, On shore/Off shore contractor leverage and, reporting.
- Analyze and track strategic project with Capital investment over \$100MM.
- Support consistent financial processes across Citigroup
- Construct financial projections and provides strategic leadership to drive consistency
- Accurately forecasts performance across core operations
- Create utilization of automation and tools
- Interpret and present financial expense dynamics to leadership team

Workforce CAP Intermediate Analyst

Citigroup – Irving, Texas

June 2015 – July 2018

- Working in a team environment to analyze call volume/handle time/staffing to exceed daily and monthly goals
- Making tactical risks in order to adjust agents schedules in eWFM according to intraday trends
- Monitored queues to make certain that calls are being received and handled properly throughout the call center
- Submitted hourly reports to inform executives of the up to date daily production
- Built different tools using excel and access applications with macros to make tracking and monitoring data more efficient
- Took on team leadership role to demonstrate and teach lower level analyst
- Got involved with operational improvements based on tracking and data analysis
- Utilize Excel spreadsheets to analyze and formulate accurate predictions of daily and future volume trends to mitigate risk
- Assess and implement proactive and innovative ideas that keep up with business needs
- Flexible schedule and priorities based on different products and metrics
- Maintains awareness of business activity and utilizing analytics to drive goals

Financial Internship

Ameriprise Financial Services, Tyler, Texas

May 2014 – Sep 2014

- Prepared financial reports for Ameriprise Representative to present to clients
- Worked with Morningstar software application

Marketing Internship

Mellew Productions Inc – Tyler, Texas

May 2013 – May 2014

- Talked to local businesses to request sponsorship deals for running events
- Provided set up support for events
- Advertised promotion deals

COMMUNITY INVOLVEMENT

- Carrera Races, Inc., provided support for Wine Series Marathon,
- Epicures Catering, delivered food to people in need
- Meals on wheels, aided in loading food