

# STEVEN MYLES

steve@mylesandmyles.info | <http://steve.mylesandmyles.info/> | Houston, TX

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## career profile

- ♦ Recognized internal consultant in predictive analytics, including financial predictions, for consumer contact centers and repair centers.
- ♦ Provided a Fortune 11 company's customer service organization with inventory management and contact center optimization, capacity planning, and analytical expertise.
- ♦ Professional interests in contact center operations, repair center operations, inventory management, mathematical optimization, supply chain optimization, reverse logistics, and healthcare applications of operations research.

## professional experience

### Hewlett-Packard Company, Houston, TX

#### *Lead Technical Analyst*

*Apr. 2011–present*

- ♦ Team lead for predictive and descriptive financial and operational analytics & reporting in Americas Customer Support Operations.
- ♦ Provide technical analyses and subject matter expertise for financial analytics and optimization projects.
- ♦ Lead cross-functional project teams with Contact Center Operations, Finance, and others.

#### *Contact Center Capacity Planner*

*Feb. 2010–Feb. 2011*

- ♦ Planned for delivery of approximately 50,000 inbound customer calls per week to multiple sites of internal and external contact centers while maintaining a high service level.
- ♦ Predicted contact center key performance indicators (service level, average speed of answer).

#### *Operations Research Analyst*

*Aug. 2004–Apr. 2011*

- ♦ Developed and implemented operations research models (LP, MIP, and simulation) for customer contact centers and repair centers.
- ♦ Consulted on planning, forecasting, staffing, and inventory activities with internal and outsourced contact centers and repair centers in multiple geographies.
- ♦ Worked with Finance and other functions on annual budget-setting for contact centers.

### Texas Tech University Department of Industrial Engineering, Lubbock, TX

#### *Research Assistant/Teaching Assistant*

*Aug. 2002–May 2004*

- ♦ Researched an inventory control model for automated pharmaceutical dispensing machines.
- ♦ Graded homework and projects for undergraduate classes.

### Ethicon, Inc. – a Johnson & Johnson Company, San Angelo, TX

#### *Materials Management Coop*

*May 2000–Dec. 2000*

- ♦ Supervised twenty-five warehouse associates and oversaw timely filling of orders.
- ♦ Participated in cycle counts and variance analyses.

## education

### The University of Texas at Dallas – Naveen Jindal School of Management, Richardson, TX

#### *Master of Business Administration*

*May 2012 (expected)*

### Texas Tech University, Lubbock, TX

#### *Master of Science in Industrial Engineering, Concentration in Operations Research*

*May 2004*

#### *Bachelor of Science in Industrial Engineering, Cum Laude, Minor in French*

*May 2002*

## selected additional experience

### Hastings Entertainment, Lubbock, TX

#### *Inventory Control Associate*

*Jan. 2004–Aug. 2004*

*Jun. 2002–Sep. 2003*

- ♦ Participated in cycle counts and variance analyses.
- ♦ Prepped, stocked, marked down, and returned retail product.

#### *Music Department Manager*

*Aug. 2001–Apr. 2002*

- ♦ Supervised and delegated tasks to six Music Department Associates.
- ♦ Provided customer service and ensured compliance with corporate merchandising policies.

## certification

- ♦ Engineer-in-Training (Texas)

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## computer experience

### General

- ♦ HTML
- ♦ Microsoft Office (Excel, PowerPoint)
- ♦ Visual Basic/VBA

### Operations Research Applications

- ♦ Arena (Contact Center Edition)
- ♦ GAMS
- ♦ GPSS/H
- ♦ What'sBest!

## awards & honors

- ♦ *HP Global Customer Support Operations Excellence Award* for predictive financial modeling (shared) Jun. 2009
- ♦ *Texas Tech University College of Engineering Honorary Engineering Scholar* Mar. 2002
- ♦ *Texas Tech University Presidential Endowed Scholarship* Aug. 1997
- ♦ *Eagle Scout* Sep. 1994

## honor societies

- ♦ Alpha Pi Mu (Industrial Engineering)
- ♦ Gamma Beta Phi (General)
- ♦ Golden Key (General)
- ♦ Kappa Mu Epsilon (Mathematics)
- ♦ Pi Delta Phi (French)
- ♦ Tau Beta Pi (Engineering)

## presentations

### Invited

- Contact Center Forum at the University of Pennsylvania Wharton Financial Institutions Center* Feb. 2008
  - ♦ "Projecting Outsourced Contact Center Agent Availability," Steven Myles, Viroj Buraparate, and Sunil Kumar G.

### Contributed

- INFORMS Seattle* Nov. 2007
  - ♦ "Inventory Management for Automated Drug Dispensing Machines: A Service Level Policy," John E. Kobza, Steven Myles, Sean Dunagan, Garrett Heath, and Surya D. Liman.
  - ♦ "Forecasting and Planning Diagnostic Techniques for Service Operations," Steven Myles, Viroj Buraparate, and Atul Dhawan.
- INFORMS San Francisco* Nov. 2005
  - ♦ "Optimal Call Center Capacity Allocation Model," Will Lin, Atul Dhawan, Steven Myles, and Saravanan Venkatachalam.
  - ♦ "Optimization Strategies for Resolving Inventory Problems in Customer Service Repair Centers," Steven Myles, Viroj Buraparate, and Terrell Thruston.

## other activities

- American Cancer Society, Houston, TX** Jan. 2008
  - ♦ Raised \$1800 for the American Cancer Society by running the Chevron Houston Marathon.

### Institute of Industrial Engineers

- Student Mentor* May 2005–May 2006
  - ♦ Mentored an undergraduate industrial engineering student at the University of Missouri-Columbia, including discussions about career paths and graduate programs.
- External Vice President, Texas Tech University Chapter* Aug. 2001–May 2002
  - ♦ Planned and coordinated annual plant trip, including logistics and scheduling for students to visit three manufacturing facilities.

### KTXT-FM, Texas Tech University, Lubbock, TX

- Disc Jockey and Co-host/Host of "Domestics"* Aug. 2002–May 2004
  - ♦ Determined playlist and hosted a weekly radio show featuring recordings by local artists.

### Alpha Pi Mu, Texas Tech University Chapter

- President* Aug. 2001–May 2002
  - ♦ Presided over meetings and planned service projects.

## references

Available upon request