

A Week In The Life - Analyst

Team role

As an Analyst, I am working on a project to determine the required staffing levels at the client's major hub airport. This role includes interviewing clients, gathering data, and building manpower models. I am currently living in New York and commuting to the client site.

Sunday Afternoon

I head to JFK airport to catch a red-eye flight to the client site. Our client is located overseas, so we have to fly out on Sunday to arrive in time for work on Monday morning. Some clients are closer and we can fly out on Monday morning—but that can also mean having to get up at 4 am to catch a 6 am flight. Some days we can wait for an hour or more to take off from JFK in the afternoon, but today things are running smoothly and we take off just 20 minutes after leaving the gate.

Monday

The flight lands on time. I manage to get a few hours' sleep on the plane but it will still be a tiring day. I grab a quick shower at the airport and head to the client's offices, located just down the road from the airport. My colleague's flight is delayed, so I check in with our counterparts on the client side. Several of the client's staff work as an integral part of our team, so that they can contribute their knowledge and help others at the airline to understand our work after Seabury's engagement ends. I spend the day working on a presentation that we are delivering tomorrow for several client managers that outlines our preliminary findings for their ideal manpower levels. At the end of the day, we head to the hotel and get checked in.

Tuesday

Our presentation is scheduled for 9am. The rest of the team and I arrive early to ensure that everything is set up properly. The Associate on our team gives the presentation and it goes well, but one of the client managers isn't convinced about our findings. He believes that the number of airport staff we're suggesting is too low, and that we aren't accounting for all of the tasks that need to be completed. He suggests a few resources with whom we haven't spoken and might be able to provide data. Another manager asks for more detail on how our information compares to other airlines, and all the managers want to see the next stage of our analysis -- suggesting a strategy for moving toward the model we have outlined.

After the presentation, we sit together as a team and divide up tasks. One of the Associates is going to work on benchmarking our findings to other airlines. With our help, the client team members are going to start planning the transition model. I'm going to verify my existing model by checking with the resources that one of the managers suggested during our presentation. I give them each a call, and I'm able to set up meetings with one today and one later in the week. Tuesday is a late night at the office, so we grab dinner and eat at our desks. By the time we get back to the hotel, we head straight to bed.

Wednesday

The Vice President on our team was busy earlier in the week meeting with a potential new client, but he arrives on Wednesday morning. The entire team goes to meet with the client's labor relations manager, who explains to us the rules for managing the transition to our proposed system. The process could take a long time since the client's labor unions will not be happy that we want to reduce headcount by 10%, but the labor relations manager is confident that we can make it work. We return to our team room and start to develop our proposed transition plan based on the advice we received. We get out of the office around 7pm, so we head into the city for dinner. The Seabury team usually eats dinner together at least once a week, and since we're away from home so much, we get to be pretty close.

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Thursday

I get a call first thing in the morning -- the resource that I was scheduled to speak with wants to reschedule. Fortunately, my schedule is flexible this week, but there are some days when that request would have been nearly impossible to accommodate. During our meeting, the resource tells me that our manpower model doesn't allot enough time for ground staff to unload baggage from the aircraft. I thank him for his input and add his suggested times to the model, but keep our original estimates too, in case the client wants to drive to improve the speed at which bags are unloaded.

Friday

Some weeks I'll head back to New York on Thursday afternoon or Friday, and some weeks I'll stay over the weekend to get in some extra work, or just to hang out in the country where I am staffed. Depending on the needs of the project, it's sometimes possible to work remotely from Seabury's New York office and spend some time at home. Either way, I get to know the most efficient ways to and around the airport very well.