

SHIFA

SUMMARY

A driven professional with a passion for excellence I am dedicated, enthusiastic, and always eager to seize the best opportunities. My commitment to success is unwavering, and I bring a proactive approach to every task. I seek to leverage my skills and experience to excel in new career endeavors.

EXPERIENCE

Quality Analyst, 07/2022 - 02/2023

Nobroker Technologies PVT LTD - Bangalore, India

Objective: The task is to Audit the outbound calls and provide feedback, My Primary role is multifaceted and crucial in maintaining the quality standards of customer interactions

Roles and responsibilities:

Call Auditing: As a Quality Analyst, one of my primary responsibilities is to conduct thorough and systematic evaluations of outbound calls made by customer service representatives and sales agents. This involves listening to recorded calls or monitoring live interactions to assess adherence to organizational guidelines, established quality standards

Quality Assessment : During call auditing, I meticulously analyze various aspects of the interaction, including but not limited to, agent professionalism, communication effectiveness, adherence to scripts or protocols.

Identification of Strengths and Areas for Improvement:

Through detailed analysis, I identify both strengths and areas for improvement in the agent's performance.

Enforcement of Quality Standards: In addition to providing feedback, I play a key role in enforcing quality standards through the implementation of a penalty system for agents based on the results of call audits. This system serves as a mechanism to ensure accountability and incentivize adherence to established protocols and best practices.

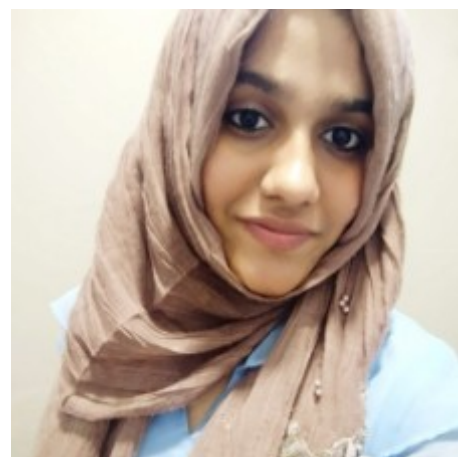
Assistant Artist Manager, 04/2021 - 04/2022

Gameup records - Bangalore

Objective: A detail-oriented artist management Coordinator skilled in maintaining artist records and organizing performances at various venues. Proficient in ensuring smooth event execution and supporting artists throughout their gigs.

Responsibilities:

- **Record Keeping:** Maintain detailed artist records, including performance history, contracts, and promotional materials.
- **Venue Coordination:** Secure suitable venues for performances, negotiate contracts, and coordinate logistics with venue managers.



CONTACT

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SKILLS

- * Communication Skills
- * Problem-Solving Skills:
- * Analytical Skills
- * Time Management
- * Adaptability

- **Performance Management:** Plan and oversee all aspects of artist gigs, from sound checks to stage setups, ensuring everything runs smoothly.
 - **On-Site Support:** Provide on-site support during performances, addressing any issues and facilitating communication between artists and venue staff.
 - **Promotional Assistance:** Collaborate with marketing teams to promote artist performances through various channels.
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EDUCATION

Bachelor of Science, Science, 2023
The national institute of open schooling - Bengaluru, KA

Certificate of Higher Education, PCMB, 2020
Sri Sai Angels PU College - Chikmagalūr, KA

SSLC, 10th Class, 2018
Sushikshitha High School - Chikmagalūr, KA

LANGUAGES

English: First Language											
Hindi: C2						Kannada: C1					
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Proficient						Advanced					
Urdu: C2						English: C2					
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Proficient						Proficient					

HOBBIES AND INTERESTS

- Singing
- Playing Cricket
- Travelling