

Shafika.K

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Career Objective:

To work in an organization and to dedicate myself for a career-oriented growth where my expertise, experience and interpersonal skills can be utilized and put to productive practice thereby gaining knowledge and self –development.

Technical Skills:

- MS office, **MS-Excel, SQL**
- Strong Knowledge in **Power-BI**, Excel, Pivot Tables, charts and Dashboards.
- Knowledge of data design, data modeling, data management, and data visualization
- Technical issues analysis, Attendance management & Real Time Management
- Experience with WFM tools and software (NICE IEX)
- Windows 7& 8, Linux(Fedora)
- Java Language, C & C++, HTML and knowledge of **Python** and web technologies
- Strong Knowledge in DevOps Tools -Git, Git-hub, Kubernetes.

Professional Work Summary:

1) Senior Operation Representative-Concentrix Daksh (2017-Sep to 2019- Aug)

- Worked as Both Tier-1 and Tier-2 Support with Strong Customer Exposure.
- Skilled Technical proficient in supporting hardware and software issues for Mac OS computer systems. Specialization in troubleshooting the products, configuring computers.
- Resolved customer issues via phone, email and chats,
- Following up with clients to ensure the problem is resolved.
- Managing multiple cases at one time.
- Research, diagnose, troubleshoot and identify solutions to resolve customer issues.

2) WFM Reporting & Real Time Representative-Concentrix Daksh (2019-Aug to 2021)

- Provide strong reporting and analytical information support to management team.
- Complete understanding of overall operational activities including phone, email, chat, community and social media support.
- Experience with WFM software (**Blue Pumpkin, IEX, e-WFM,**.)
- Worked as “**BI Analyst**” in creating Dashboards using Advance Excel and Powe BI tools. Designed, developed and implemented Power BI Dashboards, Scorecards & KPI Reports.
- Tracking time and Attendance using WFM tools
- Managing intraday staffing levels across multiple sites/entities
- Monitoring real-time Service Level Alerts
- Demonstrated knowledge and skills in all phases of workforce holistic cycle including planning, forecasting, intra-day management, reporting development etc.

INTERPERSONAL SKILL

- Willingness to learn, improve and update knowledge.
- Ability to rapidly build relationship and set up trust.
- Confident and Determined, Ability to cope up with different situations.

Appreciations:

- Certification of Appreciation as **Ops Rookie** (Top Performer) in WFM at Concentrix, Bangalore.
- Certification of Appreciation as "**iSTAR**" from Client at Concentrix, Bangalore.
- Certificate of excellence in IT fest Technical Zeal 2015 at Kuvempu University.
- Successfully completed "**DevOps Training**" at Besant Technologies

Educational Qualification:

Course	Specification	Year of pass out	Board/university	Percentage
Degree	BCA (Computer Science)	2017	Kuvempu University	70.6%
PUC	PCMCs	2014	PU board, Karnataka	82.48%
SSLC	-	2012	SSLC board, Karnataka	84%

PERSONAL DETAILS:

- **Name** - **Shafika K**
- **Language Known** English, Kannada and Hindi Urdu.
- **Marital Status** - Unmarried.
- **Nationality/Religion** - Indian.
- **Interest & Hobbies** - Cooking, Art and craft, Badminton.

Declaration

I hereby declare that all the above mentioned information is correct to the best of my knowledge and belief.

Place:
Bangalore

Shafika K