
JAFFARSHARIFF

MYSORE, KARNATAKA 570019

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PROFESSIONAL SUMMARY

Results-driven web professional with over 3 years of experience in website and email troubleshooting, customer support, and technical content creation. Possess a strong foundation in digital marketing principles and a passion for user experience. A highly motivated and continuous learner seeking a challenging role to leverage technical expertise and pursue leadership opportunities in the technology sector.

SKILLS

WordPress Troubleshooting

Database Querying (SQL)

Customer Support

Problem-Solving

Teamwork and Collaboration

Email Support (SMTP, Email Clients)

Microsoft Office Suite (Excel)

Communication (written & verbal)

Teamwork & Collaboration

Issue Research

WORK HISTORY

OMSAI INTEX PVT

EHS Supervisor Mumbai, India

VITAL RECORDS, INC

Data Entry Specialist Vital Records Mysore, India

- Maintained strict confidentiality of sensitive information, adhering to established guidelines and protocols.
- Completed data entry tasks with accuracy and efficiency.
- Contributed to team success by consistently meeting or exceeding performance targets in speed, accuracy, and output volume.

Fiverr.COM

Freelancer | Remote| January 2021 - January 2022

- Provided technical services and project management to clients, demonstrating strong planning and coordination skills.
 - Managed multiple projects simultaneously while maintaining high level of attention to detail and organization.
 - Designed and implemented new features and enhancements to improve existing applications.
 - Created customized, user-friendly websites for small businesses, resulting in increased online visibility and customer engagement
- Self-Employed Graphic Designer - Produced high-quality visual assets including logos, brochures, and marketing materials, helping businesses enhance their brand presence.

Developed and optimized WordPress sites, improving load times by 20%

GLOWTOUCH.COM/ UNIFYCX.COM

Web Advisor | Mysore, India | Current

- Resolved website and email technical issues, ensuring customer satisfaction
- Created and maintained technical content for support knowledge base
- Provided technical assistance via chat/email and online platforms
- Demonstrated commitment to continuous learning by taking courses in SQL and digital marketing to upgrade skills.
- Conducted thorough testing of web applications before deployment, ensuring optimal functionality and minimizing errors.
- Kept up-to-date on industry trends and emerging technologies, consistently integrating innovative solutions into projects.

EDUCATION

DIPLOMA IN ENVIRONMENTAL HEALTH AND SAFETY ENGINEERING

MIFSE

Mangalore, India, January 2019

COURSEWORK

- Google Unlocked: SEO and Social Media Marketing
- SQL and Relational Databases 101 (IBM Developer Skills Network)

CERTIFICATIONS

SQL and Relational Databases 101 Cognitiveclass.ai, Powered by IBM Developer Skills Network

PHP for Data Analysis Powered by IBM Developer Skills Network