






SHIFALI G

CONTACT

 DUBAI, UAE
 +971 552590703
 shifalig1995@Gmail.com

EDUCATION

PGDCA: Computer Application, 01/2017 – 01/2018

Matha Education – Mangalore, India

B.A., 01/2013 – 01/2016

St. Aloysius College – Mangalore, India

P.U.C.: Arts, 01/2012

St. Aloysius P.U. College – Mangalore, India

SSLC, 01/2010

St. Ann's High School – Mangalore, India

TECHNICAL SKILLS

- Tally
- C Programming
- HTML
- MS Word
- MS Excel
- MS PowerPoint
- Adobe Photoshop
- CorelDRAW
- Kannada Typing

LANGUAGES

English:

PROFESSIONAL SUMMARY

Experienced and versatile professional with over 7 years in training, teaching, and customer service. Skilled in managing administrative tasks, enhancing office efficiency, and ensuring high-quality customer interactions. Proven ability to handle pressure, manage office operations, and provide effective coaching and training. Strong organizational, problem-solving, and multitasking abilities with a disciplined approach to achieving goals. Proficient in MS Office, Tally, HTML, Photoshop, and C programming. Seeking to professionally grow within a dynamic organization and contribute to its success.

WORK HISTORY

SENIOR TRAINER

07/2020 – 11/2024

COGENT E-SERVICES

- Company Overview: India
- Designed and delivered comprehensive training programs for employees, improving performance and skill proficiency.
- Monitored daily operations, identified performance gaps, and implemented corrective actions to improve efficiency.
- Conducted call audits to assess service quality and identify areas for improvement.
- Provided coaching and mentoring to employees, helping them enhance skills and meet performance targets.
- Developed performance improvement plans (PIPs) for underperforming employees, driving better results.
- Trained new hires on procedures and expectations, ensuring quick ramp-up and integration.
- Ensured adherence to company policies, procedures, and quality standards through regular monitoring and feedback.

TEACHER

04/2018 – 06/2020

MATHA EDUCATION

- Company Overview: India
- Taught computer-related subjects, including DCA and PGDCA, assisting students in developing essential technical skills.
- Provided tutoring in Geography for 2nd PUC students, preparing them for Karnataka State and CBSE board exams with a focus on academic excellence.
- Assisted students in preparing for NIOS exams by offering English tutoring, enhancing their language proficiency and exam readiness.
- Managed daily tutoring activities, ensuring effective lesson delivery, a positive learning environment, and prompt resolution of student queries.
- Developed lesson plans, learning materials, and assessments to support student success and promote active learning.
- Fostered an engaging and supportive classroom atmosphere, adapting teaching methods to meet individual learning needs.

Hindi:
Malayalam:
Kannada:
Tulu:

PERSONAL INFORMATION

- Date of birth : 03/04/1995
- Gender : Female
- Nationality : Indian
- Marital status : Married
- Visa status : Visiting Visa
- Passport Number : W4287149
- Passport Expiry Date : 28/08/2032
- Visa Expiry : 25/07/2025

- Tracked student progress, provided constructive feedback, and made adjustments to teaching strategies to improve student performance.

Receptionist
MATHA EDUCATION - MANGALORE, INDIA

04/2017 - 04/2018

- Ensured the availability of up-to-date content on company brochures and promotional material for prospective clients' use.
- Managed phone calls, resulting in effective communication flow within the company.
- Maintained an organised reception area for a professional business environment.
- Maintained accurate logs of visitor entries for security purposes.
- Administered mail distribution process, ensuring each department received its correspondence in a timely manner.
- Collaborated with team members in organising company events; enhancing team cohesion and morale building activities.
- Directed visitors and clients to appropriate staff, ensuring efficient service delivery.

ACHIEVEMENTS

- Best Trainer Award (Pan India Level)
- Winner of the Theme Competition, National Level Fest (Art Beat 2015) at St. Aloysius College, Mangalore.
- Winner of Fashion Designing, College Level Fest 'UTSAV' 2015 at St. Aloysius College, Mangalore.

DECLARATION

Hereby declare that all the details mentioned above are in accordance with the truth and fact as per the knowledge and belief.

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