# JAFFAR SHARIFF

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## CAREER SUMMARY

Results-driven web professional with over 3 years of experience in website troubleshooting, email support, customer service, and technical content creation. Skilled in SQL, WordPress, and digital marketing, with a passion for user experience. Passionate about user experience, I'm shifting from environmental health and safety to IT, bringing hands-on tech skills and a knack for training to make an impact in a dynamic role.

## TECHNICAL SKILLS

Website Troubleshooting | Email Support (SMTP, Email Clients) | Social media planning | SEO optimization | Persuasive copywriting | CMS management | Social media analysis | Project management | SQL Querying | Customer Support | Database Management | DNS | Linux

## PROFESSIONAL EXPERIENCE

### OMSAI INTEX PVT | MUMBAI, INDIA | 2019-20

- Implemented safety compliance tracking using digital tools, reducing reporting errors by 10%.
- Trained 15+ team members on software-based safety protocols, enhancing team efficiency.

### DATA ENTRY SPECIALIST

Vital Records, Inc. | Mysore, India | Jun 2020-21

- Processed 500+ records monthly with 98% accuracy, overcoming data inconsistency challenges.

### GLOWTOUCH.COM / UNIFYCX.COM | MYSORE, INDIA | JAN 2022 – PRESENT
### WEB ADVISOR

IT Specialist / Web Support Engineer

Resolved 30+ website and email issues daily, improving customer satisfaction by Highest possible.

- Managed up to 4 simultaneous chat interactions, enhancing multitasking efficiency.
- Oversaw DNS, domain renewals, signups, and troubleshooting, streamlining domain management processes.
- Executed advanced troubleshooting on Linux Command Line, Windows IIS, and VPS servers, optimizing system performance.
- Developed technical content for support knowledge base using SQL and WordPress tools.
- Provided IT support via chat and email, addressing SMTP and client configuration challenges.
- Optimized WordPress sites, reducing load times by 20% through troubleshooting and updates.

## EDUCATION

Diploma in Environmental Health and Safety Engineering | University of Mangalore 2019
Adhyayan Pre University College | University of Mysore

## CERTIFICATIONS AND ACHIEVEMENTS

- SQL and Relational Databases 101 – Cognitiveclass.ai (IBM)
- PHP for Data Analysis – IBM Developer Skills Network
- Digital Marketing – Google Unlocked
- Awarded several Performance and Sales incentives as an agent and Best Performing Trainer incentives
- Able to bring up the total CSAT scores of the brands in Mysore branch after the on-floor training of 1 week
- Multiple successful on-floor training and Performance Management for the on-floor agents based on the Client's requirement

## RELEVANT SKILLS

Web Hosting | PHP | HTML/CSS | WordPress | Salesforce | Pega, Weebly |
cPanel/WHM, and Linux CLI