

Shafa Sayed

Total Experience – 1 Years | +91- 7710856149 | sayedshafa03@gmail.com

Professional Summary

Real-Time Analyst with **1 year of experience** in monitoring agent adherence, login times, breaks, and talk time using MIS tools. Skilled in real-time staffing adjustments, report generation, and coordinating with supervisors and IT teams to maintain service level targets and operational efficiency. I am eager to leverage my skills and experience to support business objectives and achieve collective success through continuous learning and proactive engagement.

Professional Skills

RTA -Developing and honing these analytical skills will enable RTAs to effectively manage real-time operations, optimize workforce performance, and contribute to overall business success in a contact Center or similar environment.

Strong proficiency in all MS Office applications.

- Advanced proficiency in Microsoft Office applications, including Microsoft Word, Excel, and PowerPoint.
- Experienced in team management and adept at training and mentoring.
- Typing speed of 40 words per minute, ensuring efficient document processing and data entry.
- These skills highlight my capability to effectively utilize technology, lead teams, and enhance operational efficiency through proficient data handling and training initiative.

Work History

SFJ Associates Private Limited
Designation: Executive

2024-2025
Thane, Maharashtra

Roles and Responsibilities:

- Monitor and manage real-time adherence of agents to schedules using MIS management tools and systems. This involves tracking agent activities, breaks, and adherence to scheduled activities.
- Coordinate with supervisors and IT support to address technical issues impacting agent availability and talk time.
- Monitor agent login times to ensure they adhere to scheduled start times. Track agent availability throughout shifts to maintain optimal staffing levels. Monitor talk time to ensure agents are handling customer interactions efficiently.
- Generate and distribute reports on LAT intervals and related metrics. Provide insights and analysis to management and operations teams. Ensure reports are accurate, timely, and actionable for decision-making.
- Adjust staffing plans in real-time based on observed trends and unexpected changes in workload.
- Assist in developing schedules that optimize agent availability and talk time to meet service level goals.
- Ensure compliance with company policies, labor regulations, and industry standards related to LAT intervals.

Education History

Graduation– Bachelors in Science (BSc). Jai Hind College (University of Mumbai), Mira Road, Thane in 2020-2023

H.S.C–Royal College of Arts, Science and Commerce, Thane in 2019-2020

S.S.C –N.H English Academy, Maharashtra State Board, Mira Road, Thane in 2018

Personal Information

- Date of Birth: 4 Feb 2002
- Linguistic Abilities: English, Hindi, (Read-Write-Converse)
- Nationality: Indian
- Permanent Address: Shanti Nagar, Mira Road East Thane-401107.

Hobbies

- Traveling
- Reading books
- Listening to Music

Declaration

I affirm and certify that the information provided above is accurate and truthful to the best of my knowledge and belief.

Yours Faithfully,
(Shafa Sayed)