

# Shivani Karadia

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## WORK EXPERIENCE

- 2025 — Present **Duty Manager, *Attenborough Arts Centre*** **Leicester, UK**
- Providing front-of-house, first-line enquiry support for a diverse visitor community during live performances, exhibitions and workshops, answering questions, resolving issues in the moment and escalating where needed to maintain a positive user experience.
  - Supporting the safe management of the building and public spaces during events by monitoring user behaviour, and coordinating responses to incidents to protect visitors, staff and the environment.
  - Enhancing accessibility and inclusion across gallery and event spaces by proactively identifying barriers, ensuring visitors could engage confidently with activities and facilities.
  - Signposting visitors to relevant services and activities across the centre, including events and workshops
- 2025 — 2026 **Water Specialist & Enquiries Advisor, *Severn Trent*** **Leicester, UK**
- Provided a central front-line enquiry service for a high-volume customer base, resolving account and service queries via phone and email while maintaining clear, professional communication.
  - Took ownership of complex and sensitive cases, gathering information, applying policy and escalating where appropriate to ensure accurate outcomes and high customer satisfaction.
  - Supported customer life-cycle events such as registration by guiding customers through required steps and handling associated documentation accurately and confidentially.
  - Completed identity and data checks in line with GDPR requirements, ensuring secure processing of customer information and consistent adherence to compliance standards.
  - Collaborated with colleagues to manage competing priorities and improve service processes, helping the team maintain service quality during peak demand.
- 2024 — 2024 **Assistant & Social Media Manager, *Evington Eyecare*** **Leicester, UK**
- Provided front-of-house enquiry support in a busy independent practice, responding to in-person and phone queries, clarifying needs, and signposting clients to appropriate services (appointments, eye health checks, product options) to resolve issues efficiently.
  - Managed appointment scheduling and diary coordination, capturing accurate client details, prioritising urgent requests, and maintaining confidentiality when handling personal information.
  - Delivered high-quality customer care through frame styling, fittings and adjustments, ensuring a supportive, professional experience for a diverse client base.
  - Managed social media presence across Instagram and Facebook, enhancing engagement and client communication.
- 2023 — 2024 **Editorial Intern, *RE/Search Publications*** **San Francisco, CA**
- Supported the editorial workflow by proofreading and transcribing interview content, applying strong attention to detail to ensure accurate, publication-ready copy.
  - Edited digital content to improve clarity, consistency and accessibility for readers, collaborating with the team to meet deadlines and maintain house style.
  - Provided front-line support at book sales and promotional events, responding to customer enquiries, signposting to relevant titles and handling transactions professionally.
  - Maintained inventory records and completed administrative tasks to keep stock levels accurate and day-to-day operations running smoothly.

## EDUCATION

2019 – 2023

BA Sociology, *University of Birmingham*  
Honours; 2:1

Birmingham, UK

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## VOLUNTEER EXPERIENCE

2024 – 2025

Flourish in Diversity

Remote

*A Community Interest Company (CIC) empowering underrepresented young people (from minority ethnic and low-income backgrounds) to access careers in fashion.*

Designed and executed targeted digital outreach campaigns to raise awareness of programmes and increase engagement among young people and local partners.

Authored and published an in-depth mentee interview to highlight participant outcomes, amplify programme impact and support mentee career opportunities.

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## SKILLS

Enquiry Resolution

ID Checks

Communication

Service Signposting

Customer service and client relationship management

Data entry and record-keeping

Proficiency in CRM systems and Microsoft Office

Quantitative and Qualitative Data Analysis

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## HOBBIES

Reading, Writing, Knitting and crochet, Designing [websites](#), DIY projects, Yoga and pilates