

SALONI FIALHO

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Objective

To secure a position within a results-driven organization that encourages continual learning and growth, allowing me to acquire new skills while applying my existing experience to achieve organizational goals and promote personal growth. Dedicated and results-driven, with five years of extensive experience in streamlining operations, optimizing workflows, handling customer support and satisfaction, and ensuring efficient execution of end-to-end processes in a fast-paced environment.

Professional Experience

IPS e Services Private Limited

Deputy Manager – Operations

12/2019 to 03/2025 (Available to join immediately)

- Oversaw daily operations of six e-Governance products which consist of 87 services, ensuring efficiency and meeting key performance indicators.
- Identifying areas for improvement in operational workflows and implemented enhancements with strategic thinking.
- Managed last mile operations from inception to end-user delivery, including onboarding of new products, implementation on portal, drafting service rates and commissions with a focus on driving outcomes and company's profit.
- Handling customer complaints, resolving escalations and coordination with cross functional departments to resolve issues promptly and to improve overall customer satisfaction.
- Delegating tasks to team members and monitoring, conducted training sessions ensuring precision and quality in services delivered to customers.
- Experience in providing service information and operational support to customers and team.
- Prepared detailed reports highlighting performance metrics and operational insights for analysis which enables data-driven decision-making and continuous improvement.
- Analyzing and set clear performance targets for Cluster teams to ensure the successful achievement of business goals.
- Managing vendor coordination and scheduled meetings to ensure service compliance and timely delivery. Handled six government vendors, namely NSDL Protean, UTIITSL, RajCom, National e-Governance Division, and the Ministry of Electronics and Information Technology.
- Experienced in recruiting and building my own team, from shortlisting potential candidates to conducting interviews and overseeing the onboarding process.
- Managed and maintained transaction invoices and data to ensure accurate record-keeping and compliance.
- Developed and reviewed Power Point Presentations (PPTs), Standard Operating Procedures (SOPs), Business Requirement Documents (BRDs) in alignment with Application Programming Interface (API) document, and Functional Requirement Documents (FRDs) to drive service enhancement.

CMS Computers

Helpdesk Executive (for Electronic Security System)

12/2018 – 10/2019

- Managed end-user support services, addressing technical issues and ensuring efficient resolution within specified timeframes.
 - Follow up with stores for spares items, repair and replacement updates.
 - TAT management for call closure.
 - Coordinated between teams and clients to ensure seamless communication and issue resolution.
 - Handled multiple support tickets daily, MIS reports for daily calls, SLA Calculation & breaching, Engineers productivity and Region wise call analysis.
 - Developed strong communication skills by liaising with customers, understanding their needs, and providing solutions.
 - Monitored and reported system issues, providing recommendations for operational and support improvements.
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Skills

- **Operations Management**
 - **Time Management and Multitasking**
 - **Attention to Detail and Problem Solving**
 - **Adaptability in Fast-Paced Environments**
 - **Proficiency in MS Office (Excel, Word, PowerPoint)**
 - **Quick Learner**
 - **Customer Support and Satisfaction**
 - **Positive Approach for Learning**
 - **Strong Communication and Interpersonal Skills.**
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Education

Bachelor Degree of Arts

University of Mumbai – 03/2018

Project

- Government Project – 7th Economic Survey

Enrolled & trained manpower suppliers, verifying documents like NDAs and Agreements with legal team, and preparing drafts such as Offer Letters, Scope of Work, Letters of Interest, and Issuance Policies in accordance with company norms. Responsible for data verification, invoicing, and vendor and team coordination.

Additional Information

- Availability: Immediate
 - Date of Birth: 1st April, 1997
 - Marital Status: Married
 - Nationality: Indian
 - Languages: English and Hindi
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Declaration: -

I hereby declare that all the information furnished above is true to the best of my Knowledge.
Thank You.