



SALINI M S

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Gender : Female
Date of Birth : 17/05/1998
Nationality : Indian
Marital Status : Single
Address : Al Rigga Road, Near Union Metro Station,
Deira, Dubai, UAE

SUMMARY

Results-driven Operating Staff at the Common Service Center (CSC) with over four years of experience in delivering efficient government services. Skilled in managing customer inquiries and applications, fostering strong client relationships, and improving service delivery. Currently seeking a position within a dynamic organization where I can leverage my skills and contribute to a team focused on achieving the strategic short-term and long-term goals of the company.

WORK EXPERIENCE

OPERATING STAFF

COMMON SERVICE CENTER (CSC). | 05 Nov 2020 – 30 Sep 2024

City : Perumpuzha, Kerala

Country : India

KEY RESPONSIBILITIES

- Delivered high-quality customer service by assisting clients with inquiries, handling service requests, and ensuring a smooth service experience.
- Managed scheduling and coordinated service appointments, while overseeing effective inventory control, stock monitoring, and timely replenishment.
- Maintained a clean, safe, and organized environment by enforcing safety protocols and quality standards in all operations.
- Collaborated with team members to meet operational goals, improve workflow efficiency, and achieve key performance metrics (KPIs).
- Performed administrative tasks, including accurate data entry, record-keeping, and report generation, ensuring compliance with organizational policies.
- Conducted staff training sessions to enhance team capabilities, fostering a cohesive work environment and maintaining positive client and stakeholder relationships.

EDUCATION

B.Com. WITH CO-OPERATION, 2022

Kerala University

HIGHER SECONDARY, 2015

Board of Higher secondary Examination Kerala

St. Antony's HSS Kanjiracode, Kundara, Kerala, India

SSLC, 2013

Board of Public Examination, Kerala, India

MGDHS Kundara

CERTIFICATION COURSE

- Certificate in Computerized Accounting [MS Office, Tally]
- Data Entry Course

AREAS OF EXPERTISE

- Safety Protocol & Quality Compliance
- Team Collaboration & Staff Training
- Data Entry & Record Management
- Workflow Optimization & KPI Achievement
- Customer Service Excellence
- Service Scheduling & Coordination
- Inventory Management & Stock Control
- Administrative Support

LANGUAGE KNOWN

Mother Tongue(s) : **MALAYALAM**

Other language(s) :

HINDI

Listening C1 Reading B1 Writing A2
Spoken Production B2 Spoken Interaction B2

ENGLISH

Listening C2 Reading C2 Writing C2
Spoken Production C1 Spoken Interaction C1

KEY SKILLS

- Customer Service
- Problem-Solving Ability
- Adaptability
- Positive Attitude
- Multitasking
- Decision Making
- Teamwork
- Work Ethic
- Detail-oriented
- Leadership Quality
- Willingness to Learn
- Time Management

COMPUTER PROFICIENCY

- MS Office
- Internet & E- Mail
- Tally
- Basic Operation

PERSONAL STRENGTHS

- **COMMUNICATION** - Interpersonal skills – verbal, problem solving & listening skills in any administrative role.
- **SERVICE** - Having a customer focused approach skills include patience, attentiveness & a positive language.
- **ORGANIZATION** - Helping others, organizing a to-do list. Prioritizing tasks by the deadline for improving time - management.
- **MANAGEMENT** - Management skills to direct others and review others performance.

PASSPORT DETAILS

Passport Number : W5931010
Date of Expiry : 18/10/2032
Place of Issue : Trivandrum
Visa Status : Visit Visa

DECLARATION

I hereby declare that the above-mentioned information is true & I bear the responsibility for the correctness of the above-mentioned particulars.