

WAHIDHA SALAHUDDIN

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PROFESSIONAL SUMMARY

Results-driven professional with expertise in project management, client relationship management, technical support, and HR functions. Proven track record in training teams, streamlining processes, and delivering exceptional client support. Experienced in handling cross-functional teams across time zones and improving software functionality for seamless operations.

CORE COMPETENCIES

- Project Management
- Client Relationship Management
- Software Functionalities
- Technical Support
- Training and Development
- Quality Analysis
- HR Functions (Recruitment, Payroll, Onboarding)
- Problem Resolution and Multitasking
- Communication and Leadership

PROFESSIONAL EXPERIENCE

Director of Operations

Akropolis Technical Solutions | Chennai, India

March 2023 – Present

- Spearheading strategic planning and execution across all business operations, driving a 20% improvement in operational efficiency and cost savings.
- Leading cross-functional teams in operations, finance, and technical departments to optimize workflows, resulting in enhanced team productivity and streamlined processes.
- Collaborating with senior leadership to develop and implement long-term business strategies, contributing to a 15% increase in client satisfaction.

- Driving initiatives that enhance employee engagement and retention, improving overall team morale and performance across various functions.
- Overseeing process automation projects that have reduced manual tasks by 30%, significantly boosting operational throughput.

Operations Manager

Hucclecote Enterprises (UK) | Chennai, India (Hybrid)

June 2021 – Feb 2023

- Project Leadership: Directed and enhanced training for call center representatives on the DamHealth Project, boosting team proficiency and project delivery outcomes.
- Strategic Communication: Served as the key liaison for project managers and team leads, streamlining communication and ensuring cohesive project execution.
- Performance Optimization: Implemented ongoing quality assessments and targeted training programs, increasing service quality and operational efficiency.
- Global Client Management: Managed intricate client relations and requirements across the UK, Spain, and Mexico, enhancing service availability and responsiveness.
- System Administration: Administered and optimized the DamHealth booking system, resolving client issues promptly and reducing downtime.
- Recruitment and HR Management: Spearheaded the HR functions for the project, from drafting job descriptions to managing comprehensive HR tasks including payroll and performance reviews.
- Operational Excellence: Orchestrated logistics and ROTA management for SanielKent and DOHealth Clinics, ensuring efficient operations and timely delivery of healthcare services.

General Manager

Nafisa Spoken English Institute | Chennai, India

May 2015 – May 2021

- Streamlined administrative processes, reducing operational costs and improving overall efficiency within the institute.
- Designed and implemented new training programs that enhanced instructor effectiveness and contributed to a higher success rate among students.
- Oversaw daily operations of the institute, managing administrative functions and driving growth in student enrollment.

EDUCATION

M. B. A (Human Resources)

University of Madras | Chennai, India

Jun 2011 – May 2013

M. A (English)

Madurai Kamaraj University | Madurai, India

Jan 2005 – Dec 2006

B. A (English)

Manonmaniam Sundaranar University | Tirunelveli, India

Jun 1997 – Apr 2000

IT SKILLS

- MS Office Packages – Advanced Level
- Microsoft 365 – Administrator Level
- Web Apps – Super Admin Level
- CRM Systems – GHL, HubSpot, Zoho, Pipedrive etc

LANGUAGES

- English (Fluent)
- Tamil (Native)
- Hindi (Conversational)
- Urdu (Conversational)

PROJECTS AND ACCOMPLISHMENTS

- DamHealth Project (UK): Successfully led the project by training and managing call center representatives, coordinating with stakeholders across multiple countries, and resolving booking system issues, resulting in improved customer satisfaction and streamlined operations.
- SarielKent and DOHealth Clinics (UK): Led the ROTA management, logistics coordination, and result tracking, ensuring smooth operational flow and timely client service. Addressed escalations promptly, maintaining service standards.