

MOHAMED FAHAD



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OBJECTIVE

Results-driven professional with extensive experience as a Sales Supervisor, Operations Executive and Service officer. Proven expertise in leading sales teams, driving revenue growth, and enhancing customer satisfaction through effective supervision and strategic planning. Skilled in managing cash transactions, maintaining accurate financial records, and ensuring compliance with company policies. Demonstrates strong capabilities in team leadership, customer service, and operational efficiency, with a track record of achieving sales targets and optimizing store performance. Adept at handling financial operations and providing exceptional support to both customers and staff.

EDUCATION

DIPLOMA IN SHIPPING AND LOGISTICS | 2019

Centre For Continuing Education Kerala -India

BACHELOR OF BUSINESS ADMINISTRATION | 2017

Bharathiar University, Coimbatore-India

PLUS TWO | 2014

Board of Higher Secondary Examination, Kerala

SSLC | 2012

Board of Public Examination, Kerala

EXPERIENCE

- SALES & ADMIN** Aug 2023 – April 2025
AL-MIDMAR AL AKHDAR TRADING ESTABLISHMENTS
Al Qassim, Saudi Arabia
 - Respond to customer inquiries and complaints
 - Direct and supervise employees engaged in sales, taking inventory, reconciling cash receipts, or in performing services for customers
 - Monitor sales activities to ensure that customers receive satisfactory service and quality goods
 - Inventory stock and reorder when necessary
 - Instruct staff on how to handle complicated sales
 - Meet financial objectives by preparing an annual budget; scheduling expenditures; analysing variances and initiating corrective actions
 - Formulate pricing policies and accuracy
 - Meet all sales quotas and goals
 - Assist sales representatives and team to meet and exceed goals

KEY SKILLS

Sales Management	██████████
Customer Service Excellence	██████████
Cash Handling	██████████
Team Supervision	██████████
Inventory Control	██████████
Logistics and Supply Chain	██████████
Inventory Management	██████████
Sales Reporting	██████████
Transaction Processing	██████████
Communication Skill	██████████

SOFTWARE PROFICIENCY

- Tally ERP9
- Quick Book
- MS Word
- MS Excel
- Peachtree

CERTIFICATIONS

- Fundamentals of Digital Marketing Google |2023
- Master of Professional Accounting Sprintek, Kodungallur-India | 2019

INDUSTRIAL EXPOSURE

- Internship on Logistics @ International Shipping Bureau
- Training on Petroleum Logistics @ Akash Logistics

- SERVICE OFFICER**

Aug 2022-Feb 2023

AL ANSARI EXCHANGE, DUBAI, UAE

- Provides fast and excellent customer service to the customers in a professional manner
- Adhere to AML (Anti-Money Laundering) rules, policies, and procedures at all times.
- Collect and file all transaction supporting documents according to the company's uniform filing system and AML policies; arrange for document transfer to the warehouse.
- Maintain cleanliness of the counter, drawers, tables, and workplace according to office guidelines. Answer telephone calls and provide transfer rates/information as required. Identify and cultivate potential customer relationships and business opportunities.
- Provide necessary information to Head Office, Administration office or various company departments. Promote and cross-sell new products and services to customers.
- Communicate training needs to the Branch Manager and participate in training programs.
- Perform adhoc assignments as delegated by immediate supervisors.

- OPERATIONS EXECUTIVE**

Oct 2019 – Oct 2021

M/S. TRACKON COURIERS PVT.LTD

- Monitor deliveries and ensure customer satisfaction
- Responsible for maintaining accurate logs of all transportation and goods
- Provide relevant data and analysis to the operations team throughout the supply chain
- Responsible for troubleshooting any concern related to shipment.
- Work with existing transportation suppliers on optimal delivery rate and routing.

- RETAIL ASSOCIATE**

July 2017 - Aug 2019

M/S. NAS ESTABLISHMENTS

- Greeting customers, responding to questions, improving engagement with merchandise and providing outstanding customer service
- Operating cash registers, managing financial transactions, and balancing drawers.
- Achieving established goals.
- Directing customers to merchandise within the store
- Maintain confidentiality regarding sensitive documents
- Collaborating with suppliers, manufacturers, and stores to ensure proper execution of plans.
- Creating and organizing promotions and advertising campaigns
- Managing layout plans of store and maintain inventory of products.

LANGUAGES

- English
- Malayalam
- Hindi
- Arabic

PERSONAL

Nationality : Indian
Gender : Male
Marital Status : Single
DOB : 09-07-1994
Passport No : R 1446959

HOBBIES



Travelling



Music



Cooking



Driving

DECLARATION

Hereby declare that all the details mentioned above are in accordance with the truth and fact as per the knowledge and hold the responsibility for the correctness of the above-mentioned particulars.

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