

SHAHASAD MUHAMMED P

Hor Al Anz, Near Post Office, Dubai | +971 54 768 9099 | shahasad7121@gmail.com

Profile

Service-oriented Business Administration graduate with over five years of experience in front-desk operations, customer service, and administrative coordination. Skilled in patient reception, appointment scheduling, call handling, and documentation while maintaining confidentiality and professionalism. Known for a calm, empathetic approach in high-pressure environments and strong coordination with medical staff and administrative teams. Committed to delivering a positive patient experience and supporting smooth hospital operations. Seeking a front office position in the medical field where professionalism, efficiency, and patient-centric service are essential.

Core Skills

- Office Administration & Daily Operations
- Patient Reception and Front Desk Operations
- Appointment Scheduling and Coordination
- Telephone and Call Management
- Medical Records and Documentation Support
- Front Desk & Visitor Coordination
- Patient Communication and Service Excellence
- Time Management & Multitasking
- MS Word, Excel & Office Applications

Technical Skills

- Automobile Sales & Service Operations
- Vehicle Systems Knowledge (Engine, Transmission, Electrical)
- Automotive Diagnostics & Service Coordination
- Spare Parts Management & Procurement
- Workshop & Service Center Operations
- Warranty Handling & Service Documentation
- CRM & Sales Order Processing Systems

Professional Experience

Sales Manager | Eriyal Tiles Gallery, India | Aug 2024 – Dec 2025

- Achieved 20–30% year-on-year sales growth by executing structured monthly and quarterly sales plans
- Increased walk-in conversion rate by ~25% through improved showroom layouts, pricing strategies, and promotions
- Built and managed relationships with contractors, architects, interior designers, and bulk buyers, contributing to repeat and referral business
- Conducted competitor and market analysis to optimize pricing and product positioning
- Managed quotations, LPOs, invoices, and payment follow-ups, reducing outstanding receivables by 15%
- Coordinated with logistics and warehouse teams to ensure on-time delivery and installation scheduling

Customer Service Representatives | Eriyal Tiles Gallery, India | June 2020 – Aug 2024

- Handled 30–40+ daily showroom customers, delivering consultative sales solutions for tiles and sanitaryware
- Prepared quotations, proforma invoices, delivery schedules, and sales orders with 100% documentation accuracy
- Coordinated with accounts for billing, credit approvals, and collections
- Resolved customer complaints and warranty claims, maintaining high customer satisfaction ratings
- Maintained structured customer and sales records, supporting inventory accuracy and reporting
- Generated repeat business through proactive post-delivery follow-ups and service support

Store Manager (Ownership Experience) | Brabus Motoring, India | Aug 2020 – Dec 2025 | Part time

- Co-founded and managed a partnership-based automobile showroom and service center
- Oversaw end-to-end operations including sales, service, inventory, procurement, and administration
- Supervised sales executives, technicians, and support staff (team size: 8–10)
- Managed spare parts inventory, vendor coordination, and procurement, reducing stock shortages by 20%
- Led marketing initiatives and client negotiations, contributing to consistent monthly revenue growth
- Ensured service quality, operational efficiency, and long-term customer retention

Education

- Bachelor of Business Administration (2017 - 2020) | University of Calicut, India
- Higher Secondary Education, Computer Commerce (2015 - 2017) | Government of Kerala
- Secondary Education (2015) | Government of Kerala

Languages

- English | Malayalam | Tamil

Additional Informations

- Valid Light & Heavy Motor Vehicle Driving License
- Willing to relocate and work flexible shifts
- Strong understanding of customer-facing and operations-driven roles