

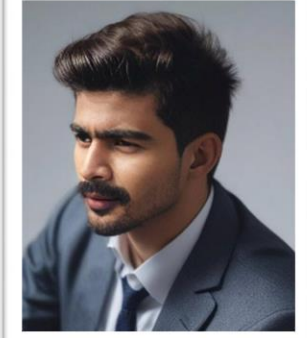
# MUHAMMED SAHIDH KOYA PALE KODAN

+971 505452510 - United Arab Emirates

[muhdshahidpk7@icloud.com](mailto:muhdshahidpk7@icloud.com)

Malappuram, Kerala, India

LinkedIn Profile: <https://www.linkedin.com/in/muhammed-sahidh-koya-pale-kodan-77232032b>



## SUMMARY OF QUALIFICATIONS

Results-driven professional with a unique blend of IT, Supply Chain Management, and Interior Design expertise. Proven track record of driving operational efficiency and enhancing customer satisfaction, particularly for major clients like Emirates Global Aluminium (EGA, the world's largest premium aluminium producer), Aramex, DP world logistics, Overseas development-Globe Express services (GES), Flipkart Private Limited, Starcare Healthcare Group, Apollo Global Management, Inc. and Amazon.com, inc., Skilled in implementing innovative solutions and leveraging cutting-edge technologies. A strong team collaborator, dedicated to fostering a culture of continuous improvement. Committed to delivering exceptional results and Optimizing processes.

## EXPERIENCE & RESULTS

### Sr. Operations Executive (Fleet & Logistics):

**LANDSTAR TRANSPORT L.L.C - United Arab Emirates (January 2022 - Present)**

Key Clients: EGA, Aramex, DP World Logistics, GES, Maltrans Logistics

- Managed end-to-end logistics operations, including online booking processes, import/export applications, and gate pass generation at DP World for packed and loose cargo. Achieved streamlined operations, improved efficiency, and enhanced client satisfaction while ensuring a smoother supply chain for partners like Aramex, GES, and Maltrans Logistics.
- Managed a diverse fleet of heavy machinery and trucks (bobcat loaders, forklifts, rough terrain cranes, boom loaders, wheel loaders, excavators, lowbed trailers, flatbed trailers, tanker trucks, and tipper trucks), ensuring optimal utilization through proactive scheduling and maintenance. To ensure uninterrupted service delivery, standby vehicles matching the model, brand, and capacity specified in client contracts were always ready for emergencies, meeting contractual obligations like EGA's 24-hour replacement policy. In cases where internal resources couldn't meet client demands, cross-hiring from external suppliers ensured seamless operations. Maintained an up-to-date database of suppliers and service availability to respond quickly to client needs and uphold trust.
- Integrated real-time tracking and monitoring systems, improving fleet visibility, reliability, and compliance. Detected mechanical faults and monitored driver/operator behavior to enhance safety and build client trust. Actively tracked warnings from the UAE Government's RTA Vehicle Monitoring Centre (VMC) and shared the platform with clients for transparency.
- Streamlined daily operations across logistics and equipment departments, collaborating with cross-functional teams to optimize workflows, improve communication, and enhance service delivery. This resulted in higher operational efficiency and satisfied clients like EGA, Aramex, GES, and Maltrans Logistics.
- Tailored services to client needs, securing long-term rental contracts that boosted client retention, strengthened relationships, and increased revenue for the company.
- Implemented cost-reduction measures, leading to significant reductions in annual costs without compromising service quality, boosting profitability while maintaining strong client relationships.
- Arranged authorized training programs, including competency certification for operators and equipment, online safety inductions, health assessments, and insurance coverage for personnel and equipment. This reduced incidents, built trust, and demonstrated commitment to safety and operational excellence.
- Proactively addressed unexpected client demands by maintaining standby vehicles and cross-hiring from external suppliers when needed. This ensured seamless service delivery, avoiding delays and building client trust.
- Negotiated favorable supplier contracts, reducing procurement costs and accelerating service delivery, resulting in faster, more efficient operations and improved client satisfaction.
- Streamlined billing processes and managed cash flow, reducing errors and overdue accounts, improving efficiency, and ensuring financial stability, resulting in smoother, more accurate financial operations.
- Improved resource allocation and oversight by implementing accurate data tracking systems, leading to better decision-making, more efficient asset utilization, and overall increased productivity.
- Supported HR functions, maintaining employee records, scheduling training sessions, and ensuring compliance with safety and regulatory standards across all personnel.
- Monitored office supplies and inventory, ensuring the availability of materials and proper equipment condition for uninterrupted daily operations.
- Managed office administration tasks, including scheduling meetings, handling client and supplier communications, preparing reports, overseeing office logistics to ensure smooth day-to-day operations, and preparing quarterly VAT submission files for sales and purchases to ensure accurate reporting and compliance with UAE tax regulations.
- Minimized legal risks and enhanced the company's reputation by ensuring full compliance with regulations, reducing potential legal issues, and maintaining a positive market standing.

### **Operations and Inventory Supervisor (E-Commerce Hub):**

**ECOM EXPRESS PRIVATE LIMITED - Kerala, India (November 2019 - December 2021)**

**Key Clients:** Flipkart Private Limited, Amazon, Reliance Industries Limited

- Demonstrated expertise in managing logistics operations with over 2,500 delivery branches, serving more than 25,000 pin codes nationwide, ensuring timely deliveries and exceptional customer satisfaction while effectively overseeing inventory management to maintain optimal stock levels.
- Proven success in streamlining processes by collaborating with cross-functional teams, leading to a significant reduction in operational bottlenecks and enhanced efficiency in service delivery.
- Adept at training and supervising staff on best practices for inventory control and delivery, resulting in improved performance and strengthened customer interactions.
- Skilled in building strong client partnerships, which drove customer retention and satisfaction by resolving inquiries within 24 hours and offering tailored service solutions.
- Achieved remarkable branch performance improvements, fueling annual revenue growth through strategic customer engagement and expanding the client base across logistics, construction, and retail sectors.
- Delivered quantifiable results by reducing stock discrepancies by 60% and improving order fulfillment rates by 30%, utilizing expertise in inventory management software, data analysis, and logistics coordination.

### **Operations Executive (Courier, Cargo and Branch Management):**

**PROFESSIONAL EXPRESS COURIER SERVICE L.L.C - United Arab Emirates (AUG015 – AUG019)**

**(4 years, including 2 years as Branch Manager, Al-Ain, UAE)**

- Demonstrated expertise in managing logistics operations for a network of 8 branches, including Al-Buraimi in Oman, effectively overseeing a team of more than 300+ drivers to ensure timely deliveries and exceptional customer satisfaction while maintaining optimal inventory levels.
- Coordinated cross-departmental initiatives to optimize cargo movement, improving overall service delivery and contributing to a 80% increase in customer satisfaction ratings.
- Developed and executed training programs for drivers, focusing on safety and customer interaction, leading to a decrease in operational incidents and improved service quality.
- Cultivated strong relationships with key clients, ensuring customized service solutions that drove retention rates and expanded business opportunities.
- Oversaw inventory management for the hub, ensuring accurate tracking of shipments and timely reporting, which improved transparency and accountability.

### **Junior Civil Engineer:**

**JASMINE ENGINEERING CONSULTANCY - Kerala, India**

**August 2013 – June 2015**

- Collaborated with interior designers to create functional and aesthetically pleasing layouts for residential and commercial projects, ensuring compliance with safety standards and regulations.
- Assisted in the design and drafting of construction documents, including detailed floor plans, elevations, and sections, using AutoCAD and other design software.
- Conducted site inspections to monitor construction progress, ensuring adherence to design specifications and quality standards.
- Engaged with clients to understand their vision and preferences, providing recommendations for materials, colors, and finishes to enhance interior spaces.
- Participated in project meetings and contributed to discussions on project feasibility, budget considerations, and timelines.
- Developed 3D models and visualizations of interior spaces to effectively communicate design concepts to clients and stakeholders.
- Maintained accurate records of project developments and collaborated with multidisciplinary teams to ensure seamless project execution.

## **EDUCATION & CERTIFICATION**

- **UAE Driving License** ( Application in progress, tests ongoing - Updated status, November 2024 )
- **Professional Certificate For Advanced Training In V-Ray 3d Max Professional**  
( 3d Computer Graphics Program, Issued By Autodesk Media, December 2014 )
- **Diploma In Interior Design**  
( Document ID : CPO/6634, Issued By National Development Agency, Gov. Of India, August 2014 )
- **National Trade Certificate Of Civil Draughtsman**  
( Document ID: 0068902, Issued By Government Of India, July 2013 )
- **Indian Driving License** ( Issued in 2011 )
- **Higher Secondary Education**  
( Issued By Government Of Kerala, India, March 2010 )
- **Secondary School Education**  
( Document ID : H211692, Issued By Government Of Kerala, India, March 2008 )
- **Professional Certificate For Multimedia Software, Hardware & Network**  
( Issued By Syntax It Solutions, Kerala, India, March 2008 )

## **ADDITIONAL INFORMATION**

**Visa Status:** UAE Employment Visa - (Valid, 1 month prior notification- for changes, but I will do my best to negotiate an earlier start if needed)

**Hobbies:** Finding and trying to stay up-to-date on new technologies, - connecting with friends and family, playing football, cricket - and exploring natural wonders.

## **TECHNICAL PROFICIENCIES**

Computer Assembly & Maintenance | Advanced Networking Hardware |  
Ai Technologies | Operating Systems (Windows, Mac, Linux)| System Softwares |  
Computer Utility, Multimedia, Productivity & Diagnostic Softwares |  
Cross-Platform & Emerging Technologies (Hardware + Software) | Android, IOS -  
System Configuration & Customization | Data encryption and secure storage.