

ABDUL SAHAD P

Kasaragod, Kerala, India | 0562406695 | sahadshahadsd@gmail.com

PROFESSIONAL SUMMARY

Motivated and customer-focused sales professional with 2+ years of experience in retail sales, billing, and customer service across the apparel and supermarket sectors. Skilled in product promotion, invoice creation, and building lasting customer relationships. Eager to contribute to a dynamic team and grow within a forward-thinking organization.

Guest Service Agent

Deluxe Holidays, Mangalore | 2020 – 2022

- Managed front desk operations, including check-ins/check-outs for 50+ daily guests
- Achieved 95% guest satisfaction by resolving complaints and customizing travel itineraries
- Processed online/offline bookings using PMS software (e.g., Opera, Amadeus)
- Coordinated with housekeeping and transportation teams to ensure seamless guest experiences
- Upsold premium holiday packages, increasing revenue by 20%

Sales & Billing Staff

Carryfood Supermarket, Abu Dhabi | 2022 – 2024

- Managed end-to-end billing operations, including daily cash handling and invoice creation.
- Assisted 50+ daily customers with product selection, resolving queries, and ensuring satisfaction.
- Maintained inventory accuracy by monitoring stock levels and organizing displays.
- Processed payments via POS systems and reconciled daily sales reports.

EDUCATION

B.Com with Co-operation

Kannur University | 2017 – 2020

Higher Secondary Education

Kerala State Education Board | 2017

Secondary School Leaving Certificate (SSLC)

Kerala State Board | 2015

SKILLS

- Front Office:** Guest Relations | Reservation Systems | Check-in/Check-out Procedures
- Customer Service:** Conflict Resolution | CRM | Multilingual Support
- Technical:** PMS Software | POS Systems | Invoice Processing
- Soft Skills:** Communication | Problem-Solving | Team Coordination

LANGUAGES

- English
- Arabic
- Hindi
- Malayalam

ADDITIONAL INFORMATION

- Passport Number** :U2653989
- Issued Date** :09 December 2020
- Expiry Date** :08 December 2030
- Nationality** :Indian
- Date Of Birth** :11 February 1999