



# SHANOJ P G

**SALES EXECUTIVE | FRONT OFFICE EXECUTIVE | STORE SUPERVISOR**

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## PROFESSIONAL SUMMARY

Detail-oriented and Sales Executive, Front Office Executive, and Store Supervisor with 10+ years of experience in logistics, retail operations, and hospitality management. Proven ability to handle route planning, inventory control, guest relations, and store operations efficiently. Strong communication skills, time management, and a proactive approach to problem-solving. Seeking a challenging position where I can utilize my skills in delivery operations, customer service, and front desk management to support organizational growth.

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## EDUCATION

### Diploma in Desktop Publishing (DTP)

Kerala, India

### Plus Two (Higher Secondary Education)

Board of Higher Secondary Examination | 2024

### SSLC (Secondary School Leaving Certificate)

Government of Kerala | 2005

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## KEY SKILLS

- Delivery Coordination
- Store Management
- Stock Replenishment
- Route Optimization,
- Inventory Control
- Retail Sales
- Guest Services
- Point of Sale (POS)
- Conflict Resolution
- Front Office Operations
- Hospitality Services
- Documentation
- Basic Computer Operations
- Customer Relationship Management
- Record Keeping

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## LANGUAGES

- English
- Tamil
- Hindi
- Malayalam

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## PROFESSIONAL EXPERIENCE

### Sales Executive

#### Milk Agency, Thrissur, India | 2022 – 2025

- Planned and executed daily delivery schedules, ensuring on-time product distribution and route optimization.
- Maintained accurate delivery logs, performed fleet coordination, and monitored vehicle maintenance.
- Built and maintained customer relationships, enhancing client retention and customer satisfaction.
- Managed point-of-sale (POS) transactions, cash handling, and order processing.

### Front Office Executive Cum Cashier

#### Deliza Residency | 2016 – 2020

- Handled front desk operations, including guest check-in/check-out, reservation management, and guest inquiries.
- Provided high-level customer service, resolving guest complaints and ensuring a positive guest experience.
- Maintained room allocation records, generated daily occupancy reports, and ensured data accuracy.
- Coordinated with housekeeping and maintenance teams to ensure smooth hotel operations.

## **Store In-Charge**

### **LULU Mall Hypermarket, Edappally | 2013 – 2016**

- Supervised retail store operations, including stock arrangement, inventory control, and merchandise display.
- Conducted regular stock audits, managed stock replenishment, and coordinated with the warehouse team.
- Oversaw team performance, provided staff training, and ensured adherence to customer service protocols.
- Handled customer complaints, improved sales performance, and ensured visual merchandising standards were met.