



SHANOJ P G

SALES EXECUTIVE | FRONT OFFICE EXECUTIVE | STORE SUPERVISOR

Phone: +971 588078879 | Email:shanflames@gmail.com | Location: Deira Al Murar, Dubai, UAE

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.

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

KEY SKILLS

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|-----------------------------|------------------------------------|-----------------------|
| • 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 |

LANGUAGES

- | | |
|-----------|-------------|
| • English | • Tamil |
| • Hindi | • Malayalam |

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.