



MUHAMMED IRSAD.M

CUSTOMER SERVICE & INVENTORY MANAGEMENT SPECIALIST

CONTACT DETAILS

- +971 -528914116
- irshadyahiya1991@gmail.com
- Dubai, UAE

CORE SKILLS

- Inventory Management:** Expertise in devising and implementing strategies to optimize stock levels, minimize shortages, and streamline inventory processes.
- SAP Business One:** Advanced proficiency in utilizing SAP Business One to monitor demand, manage inventory characteristics, and optimize supply chain operations.
- Customer Service:** Strong ability to coordinate sales activities, support teams in achieving targets, and maintain high levels of customer satisfaction.
- Supply Chain Management:** Comprehensive understanding of supply chain dynamics, supplier relationship management, and demand forecasting.
- Data Analysis:** Proficient in analyzing data to forecast future needs, evaluate supplier performance, and make data-driven inventory management decisions.
- Warehouse Collaboration:** Skilled in collaborating with warehouse teams to ensure efficient logistics operations and meet organizational objectives.
- Microsoft Office Suite:** Experienced in using Microsoft Excel, Word, and PowerPoint to create reports, analyze data, and communicate effectively.

EDUCATION

Diploma in Dental Technician 2012

Vinayaka Mission University,
Tamil Nadu- India

Higher Secondary Education 2008

Kerala State Board

PROFESSIONAL SUMMARY

Dynamic and results-driven professional with extensive experience in customer service, inventory management, and SAP Business One. Proven track record in optimizing inventory control procedures, ensuring adequate stock levels, and enhancing operational efficiency. Skilled in coordinating sales activities, managing logistics, and maintaining accurate records. Adept at leveraging software tools and collaborating with cross-functional teams to achieve business goals. Seeking a challenging role to utilize expertise in enhancing organizational success through effective inventory management and customer-centric solutions.

WORK EXPERIENCE

CUSTOMER & INVENTORY MANAGEMNT

Sep 2021- Present

Raktech LLC, Dubai, UAE

Leading ship repair partners for marine and offshore operations in the UAE

- Optimize inventory control procedures to ensure adequate stock levels and minimize shortages.
- Inspect business supplies and raw materials to identify shortages and maintain adequate product stock.
- Record daily deliveries and shipments to reconcile inventory levels.
- Utilize SAP Business One to monitor demand and document inventory characteristics.
- Place orders to replenish stock, avoiding shortages and surplus.
- Analyze data to forecast future needs and evaluate suppliers for cost-effective deals.
- Collaborate with warehouse employees to meet business goals.
- Coordinate sales activities and support the sales team to achieve targets.
- Maintain accurate timekeeping records and ensure timely reporting.
- Report stock levels, sales performance, and timekeeping records to upper management.
- Operate forklift to manage inventory and shipments.
- Ensure the safe and efficient operation of the EOT crane.
- Serve as a first aider to ensure workplace safety and respond to emergencies.

CUSTOMER & INVENTORY MANAGEMNT

Aug 2017- Aug 2020

X-Calibur International FZC, Sharjah - UAE

US-based construction chemicals manufacturing company

- Managed inventory to ensure product availability for distribution channels and direct customer demand.
- Documented daily deliveries and shipments to maintain accurate inventory records.
- Utilized software to monitor demand and manage inventory documentation.
- Replenished stock efficiently, avoiding insufficiencies and excessive surplus.
- Collaborated with staff to achieve business goals and maintain trust relationships.
- Reported stock levels and issues to upper management.

PERSONAL DETAILS

- Date of Birth: 15-09-1991
- Nationality: Indian
- Passport No: M9112562
- Visa Status: Employment Visa (willing to convert)
- Marital Status: Married
- License: Indian light vehicles

SOFTWARE PROFICIENCY

- SAP Business One
- Microsoft Office Suite (Excel, Word, PowerPoint)
- Tally ERP
- Internet Usage
- Inventory Management Software
- CRM Software
- Email Communication Tools
- ERP Systems

CUSTOMER SERVICE& STOCK CONTROLLER Aug 2014- Aug 2017

Authorized dealer of Hero motors
Smart Motors, Kerala - India

- Devised inventory control procedures to optimize stock levels.
- Inspected supply levels to identify shortages and ensured adequate product stock.
- Recorded daily shipments and deliveries for inventory reconciliation.
- Utilized software to monitor inventory demand and characteristics.
- Placed orders to maintain balanced stock levels.
- Analyzed data for future inventory needs and supplier evaluation.
- Collaborated with warehouse employees to achieve business goals.

LANGUAGES

English

Hindi

Malayalam

Arabic