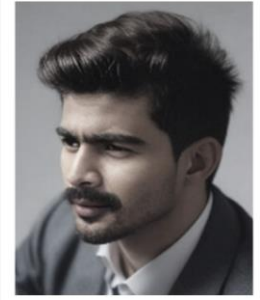# MUHAMMED SAHIDH KOYA PALE KODAN

United Arab Emirates (Holds a transferrable employment visa)

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LinkedIn: https://www.linkedin.com/in/muhammed-sahidh-koya-pale-kodan-77232032b
Nationality: Indian (Living in The Gardens, Dubai, UAE)

SUMMARY OF QUALIFICATIONS & EXPERTISE

A highly dedicated operations executive with over 7 years of hands-on experience in logistics, branch management, and fleet coordination within the UAE. Skilled in leading courier services and optimizing fleet operations, I have successfully managed multi-branch teams of 300+ drivers while ensuring seamless, timely deliveries. With a strong focus on inventory control and cost reduction, I have improved operational efficiency for top clients like Emirates Global Aluminium (premium aluminium producer), Aramex, Mohebi logistics, Overseas Development - Globe Express services (GES), Aggreko, Maltrance Logistics, Starcare Healthcare Group, Apollo Global Management,Inc. and Amazon.com,Inc., Passionate about leveraging technology, I utilize ERP systems and advanced software for real-time tracking, data analysis, and process optimization. Continuously learning and staying ahead of technological advancements, I maintain and implement software solutions that enhance workflow, improve service delivery, and ensure smooth coordination across air, road, and sea logistics. Always prioritizing clear communication and collaboration, I deliver results that drive customer satisfaction and operational success.

- Fleet & Logistics Coordination and Management
- Multi-Trip Scheduling & Fleet Optimization
- Expert Negotiation & On-Time Invoice Execution
- RFQs, Quotes, LPO, Timesheets, Invoices Management
- Cross-Hiring, Vendor & Supplier Management
- Real-Time Performance Tracking & Data Analysis

- Dubai Trade, Customs, VAT, & Documentation Management
- Quick Adaptation to New Technologies & Software
- SAP ERP & Data-Driven Inventory Control
- Certified Training & Compliance Leadership
- Client-Centric Solutions & Relationship building
- Contingency Planning & Emergency Logistics

EXPERIENCE & RESULTS

Senior Operations Executive & Coordinator (Fleet & Logistics Management):
 LANDSTAR TRANSPORT L.L.C - United Arab Emirates (January 2022 - Present)
 Key Clients: EGA, Aramex, DP World Logistics, GES, Maltrans Logistics, Aggreko

- Coordinated transportation, optimized routes, and ensured on-time deliveries to meet client SLAs. Additionally, managed the rental of a diverse fleet of heavy machinery, including bobcat loaders, forklifts, rough terrain cranes, boom loaders, wheel loaders, and excavators, as well as trucks such as lowbed trailers, flatbed trailers, tanker trucks, and tipper trucks, ensuring seamless operations and equipment availability for various projects.
- Kept daily contact with logistics operations teams to agree on and plan the next day's cargo movements, including containers and loose cargo using flatbed/lowbed trailers. Developed contingency plans to minimize supply chain disruptions and ensure uninterrupted service.
- Streamlined logistics operations, including bookings, documentation, and customs via Dubai Trade, CargoWaves, and JAFZA portals, ensuring smooth gate pass generation and compliance with DP World regulations.
- Maintained an updated supplier database for cross-hiring and ensuring operational continuity during peak periods.
- Optimized fleet utilization with advanced scheduling and maintenance systems, keeping standby vehicles to meet contractual obligations.
- Implemented Securepath Premium, a SIRA-regulated GPS solution, to enhance freight security and monitoring, while real-time tracking improved fleet visibility, compliance, and client transparency.
- Improved inter-departmental communication and collaboration, enhancing service delivery to clients like Mohebi Logistics and Aramex.
- Established a centralized document management system for LPOs, applications, and invoicing to ensure timely payments.
- Secured long-term rental contracts by tailoring services to client needs, boosting retention and revenue.
- Reduced operational expenses with cost-saving measures without compromising service quality.
- Organized certified training programs for operators and drivers, focusing on safety, equipment handling, and regulatory compliance, while ensuring both the operator training and equipment safety certificates were government-approved, as required by customer contracts.
- Managed emergency client demands by maintaining backup vehicles and leveraging supplier networks.
- Negotiated supplier contracts to reduce costs and improve service delivery.
- Automated billing processes to enhance financial operations, ensuring timely cash flow.
- Used data tracking and analytics for improved resource allocation and asset utilization.
- Supported HR by managing employee records, training schedules, and compliance with labor laws.
- Monitored office inventory and equipment to ensure smooth operations.
- Managed administrative tasks, including scheduling meetings, reporting, and ensuring compliance with UAE VAT regulations.
- Ensured legal compliance across operations, minimizing risks and enhancing the company's reputation.

Operations and Inventory Supervisor (Logistics & E-Commerce Hub):
ECOM EXPRESS PRIVATE LIMITED - Kerala, India (November 2019 - December 2021)
Key Clients: Flipkart Private Limited, Amazon, Reliance Industries Limited

- Managed logistics for 2,500+ branches, covering 25,000+ pin codes, ensuring timely deliveries and high customer satisfaction.
- Streamlined operations by reducing bottlenecks through cross-functional team collaboration, boosting efficiency.
- Trained and supervised staff on inventory control and delivery best practices, enhancing performance and customer interactions.
- Built strong client relationships, resolving inquiries within 24 hours and driving customer retention with tailored solutions.
- Improved branch performance, increasing annual revenue and expanding the client base in logistics, construction, and retail.
- Reduced stock discrepancies by 60% and increased order fulfillment rates by 30% using inventory management tools and data analysis.

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 order processing across multiple channels along with documentation, real-time tracking, and customer communication across a network of 8 branches, including Al-Buraimi in Oman, effectively oversaw a team of 300+ drivers to ensure timely deliveries, exceptional customer satisfaction, and prioritization of both national and international consignments.
- Accurately document customer details, such as the consigner and consignee names, addresses, contact information and package specifics. Leverage tools like SAP ERP to enable real-time tracking from pickup to final delivery.
- Strategically sort packages and assign vehicles and drivers based on delivery volumes, designated zones and driver availability to maximize efficiency. Also provide delivery route plans after consulting with drivers and confirming with consignees to ensure a streamlined delivery process.
- Actively collect and record customer feedback during or after delivery, using insights to enhance operational processes and address concerns. Prioritize customer satisfaction by maintaining open communication and promptly resolving issues like delays, incorrect billing, package handling concerns, lost or misplaced packages.
- Led teams, managed shifts, ensured compliance. Prepared performance, feedback & areas for improvement reports for management.

Interior Designer:
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,
- 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.
- Maintained accurate records of project developments and collaborated with multidisciplinary teams to ensure seamless project execution.

EDUCATION

- **Bachelor of Business Administration (Logistics Management)**
  (Issued by the Institute of Basic and Vocational Education, Government of Karnataka, India - June 2013)

- **Diploma in Interior Design**
  (Issued by National Development Agency, Government of India - 2013)

- **Higher Secondary Education**
  (Issued By Government Of Kerala, India - March 2010)

- **Secondary School Education**
  (Issued By Government Of Kerala, India - March 2008)

CERTIFICATIONS

- **Valid Driver's License**
  (India & United Arab Emirates)

- **Professional Certificate For Advanced Training In V-Ray 3d Max Professional**
  (Issued By Autodesk Media - Dec. 2014)

- **Professional Certificate For Multimedia Software, Hardware & Network**
  (Issued By Syntax It Solutions - 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 games & exploring - natural wonders.

TECHNICAL PROFICIENCIES

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