Sharath Chandy

9 years across administration, customer handling within the service industry. Implemented marketing strategies and proven track record in negotiation, reducing cost and supply chain efficiency. Oversee day to day business operations to achieve efficiency with in those activities.





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Languages: English, Malayalam & Hindi Nationality: Indian Visa Status: Residential



Oct'24 Nov'22

Operation Manager

Jawharat Dental Centre | Saudi Arabia

Dec'19 -May'22

Marketing Associate

Arcone Developers | India

Nov'15 -June'19 Insurance Associate

•Aster hospitals | Dubai



•Tgs e-commerce | India

MARKETING SKILLS

Time management | CRM | Consumer Behavior Analysis | Market Research | Positioning and Branding|

S EDUCATION / CERTIFICATIONS

- Bachelor in Commerce
- Master's in Business Administration

EXECUTIVE SUMMARY

Strategic & accomplished Operations & Marketing professional with **over 9 years of experience**, including **6+ years in the GCC**, specializing in financial management, customer relation and organizational development. Currently spearheading **Operations manager** functions over the past two years and Proven track record in managing financial transactions, customer relationship management, decision making, utilizing data analysis, social media platform to maximize outreach and engagement. Skilled in managing complex sales cycle, forging strong client relationships, adept at leveraging digital marketing tools, seeking to contribute skills and expertise to a forward-thinking organization. Demonstrated ability to lead cross-functional teams, mentor talent and implement impactful financial strategies to drive profitability and operational efficiency. Proficient in developing organizational values, customer relations. Recognized for delivering transparent and financial insights to support decisionmaking.

CORE COMPETENCIES

Market Research and analysis	Financial Analysis & Reporting
Brand Management	Creative thinking
Digital marketing	Budget management
Social Media Management	Tread analysis
Customer Relationship	Project Accounting
Data Analysis	Strategic planning
Project Management	Customer focus
Sales alignment	Vendor management
Communication skills	Team management
Negotiation skills	Supply chain management

P NOTABLE ACCOMPLISHMENTS ACROSS THE CAREER

- Coordinated a cross channel marketing campaign that integrated email, social media and advertising, resulting in a 35% increase in leads generated.
- Strengthened vendor relationships resulting in improved service levels and a 15% decrease in supply lead times.
- Successfully managed the transition to remote operations during the pandemic, maintaining business continuity and achieving a 20% increase in employee productivity.
- Created a VIP customer recognition program that enhanced relationships with key clients, leading to a 25% increase in their annual spend
- Implemented a customer satisfaction survey that garnered positive response rate, providing valuable insights that led to critical service improvements.
- Trained and mentored a team of 10 customer service representatives, leading to a 40% decrease in customer escalations and an increase in team performance matrices.
- Implemented cost-saving strategies, reducing operational expenses by 10%.
- Executed a brand awareness campaign that increased recognition and elevating the brands position in a competitive market.

Operations Manager | Jawharat Dental Center | Saudi Arabia

PROFESSIONAL NARRATIVE

- * Manage and supervise the workforce, Purchase materials, plan inventory, and monitoring performance.
- Work closely with marketing, branding and positioning team to ensure upcoming product placement and crosschecking. ∻
- ٠ Consolidating financial statements, including income statements, balance sheets, and cash flow statements, to present an accurate and comprehensive view of the firm's financial position.
- Identified changes to assortment, distribution and marketing using financial and behavioral analysis that enabled better ٠ customer targeting.
- ٠ Calculating VAT, filing returns on FTA portal, and managing corporate tax registration to ensure 100% compliance.
- ٠ Developing & monitoring budgets, identifying variances & implementing corrective actions to optimize cost control.
- ٠ Maintaining accurate cash flow statements and collaborating with the treasury team for effective fund management.
- ∻ Creating vendor payment schedules and submitting accurate payment forecasts to reduce late payment penalties by 20%.
- ٠ Processing revenue transactions with high accuracy and generating timely sales record statements for management review.
- Analyzing financial metrics to identify cost reduction and profitability improvement opportunities. •••
- Collaborating with cross-functional teams to align financial strategies with organizational goals and streamline operations. ٠
- ٠ Helped generate reports and insights to evaluate the impact of business programs and campaigns
- $\dot{\mathbf{v}}$ Formulate strategic and operational objectives with organizational goals

Marketing Associate | Arcone Developers | India

- Dec'19- May'22 Jointly develop plans and opportunities with marketing dept. to leverage branding and business opportunities. $\dot{\mathbf{v}}$
- $\dot{\mathbf{v}}$ Performed budgeting and financial planning to optimize resource allocation and financial performance.
- ٠ Analyzed project expenses & revenue, prepared financial reports for Managing Director to assess performance & profitability.
- Conducted financial forecasting & variance analysis to identify discrepancies & implement corrective actions. •••
- Responsible for the preparation and accuracy of villa development and problem reports **
- Developing and implementing a comprehensive corporate partnership marketing strategy that aligns with the organizational ٠ goals and objectives.
- $\dot{\mathbf{v}}$ Provided strategic recommendations to management which resulted in improved brand positioning and customer engagement
- Collaborated closely with the owner to align operational strategies with business goals ٠

Insurance Associate | Aster Hospitals | Dubai, UAE

- Prepared monthly financial reports along with receivable & payable reports to maintain accurate financial tracking. $\dot{\mathbf{v}}$
- Responsible for date wise updates of insurance files and regular follow up of emails and faxes for the purpose of approvals •
- Taking approval from insurance for procedures and admissions. ٠
- ٠ Enhanced team performance through coaching, feedback and effective communication.
- Facilitated scheduling and manage daily activities for enhancing customer satisfaction. ٠
- $\dot{\mathbf{v}}$ Led and facilitated conflict grievances initiatives, resulting in a decrease employee grievance and improved overall team morale

TGS E commerce | Marketing Executive | India

- Implement regular training to keep the team updated on market trends and technologies. $\dot{\mathbf{v}}$
- Adapt strategies based on performance analysis and client feedback. ٠
- Include steps: property viewing, negotiations, contract signing and post sales follow up.
- ٠ Analyze comparable market prices to set competitive pricing.
- ٠ Conduct market research to understand demographics, preferences and buying behavior.
- Host open houses and virtual tours, and collaborate with real estate agents and agencies. ٠
- $\dot{\mathbf{v}}$ Conducted staging and professional photography to increase property value.
- ٠ Monitoring key indicators such as property sold, average days on market, client satisfaction rates.
- $\dot{\mathbf{v}}$ SWOT analysis including internal attributes, internal limitations, exploring external factors and analyzing external factors that could be leveraged for growth and improvement.



Analysis & Problem Solving | Stakeholder Relations | Excellent Communication & Interpersonal Skills | Detail-oriented | Pro-active

Nov'22- Oct'24

Nov'15- Jun'19

Dec'13 – Feb'15