



**MUHAMMAD ZIYAD P**  
Al Wakrah Municipality, Qatar  
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## OBJECTIVE

Results-driven professional with 3+ years of GCC experience in customer support, operations coordination, automotive service management, and logistics assistance. Skilled in client communication, service coordination, documentation handling, and operational support within fast-paced environments. Strong ability to manage workflow efficiency, maintain professional customer relationships, and support daily business operations. Bilingual communicator with fluency in English, Malayalam, Hindi, and Arabic, seeking to contribute to a dynamic organization through strong organizational, communication, and problem-solving abilities.

## EXPERIENCE

### 2025 - Present

**SDQ Auto Electrical Trading, Qatar**

Automotive Service Coordinator / Customer Support Executive

Coordinated vehicle service operations including wheel alignment, tyre maintenance, and technical inspections  
Managed customer inquiries, service recommendations, and appointment coordination professionally  
Prepared alignment reports and communicated technical findings to customers clearly  
Assisted workshop operations by ensuring service quality and operational efficiency  
Maintained service records, customer documentation, and workflow coordination between technicians and clients

### 2020 - 2022

**Samoo Nakheel, Saudi Arabia**

Packaging Operations Coordinator

Coordinated packaging and quality control processes for date product distribution  
Managed labeling, documentation, and packaging workflow to ensure operational accuracy  
Assisted in inventory tracking and stock organization within warehouse operations  
Supported logistics coordination for timely dispatch and distribution activities  
Maintained compliance with company hygiene, safety, and operational standards

### 2017 - 2020

**Self-Employed – Kerala, India**

Transportation & Client Support Coordinator

Coordinated transportation scheduling and client service operations efficiently  
Managed daily travel planning, route coordination, and service support activities  
Maintained operational records and ensured timely service execution  
Assisted clients with professional communication and service coordination  
Ensured compliance with safety procedures and operational standards

## EDUCATION

- **Grotek Kanhangad, Kerala Technical Board**  
2019  
Diploma in Electrical Engineering  
A+

## SKILLS

- Customer Relationship Management (CRM)
- Automotive Service Coordination
- Vehicle Inspection & Technical Diagnostics
- Wheel Alignment & Tyre Maintenance Knowledge

- Operations & Workflow Management
  - Customer Support & Complaint Resolution
  - Inventory, Logistics & Dispatch Coordination
  - Documentation & Record Management
  - Problem Solving & Technical Analysis
  - Team Coordination, Time Management & Operational Efficiency
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## **LANGUAGES**

- Malayalam – C2 (Native Proficiency)
- English – B2 (Professional Working Proficiency)
- Hindi – B1 (Working Proficiency)
- Arabic – A2 (Basic Conversational Proficiency)