

# MUHAMMED KHAYIS

## Procurement and Sales Coordinator

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### EXPERIENCE

Riafy Technologies [2021- 2024]

Operation Lead    Kochi

[2023 - 2024]

- Optimised daily operations, ensuring seamless cross-department coordination to achieve business goals.
- Managed a team of 5 employees, fostering collaboration and aligning efforts to improve efficiency and productivity.
- Effectively managed unforeseen challenges, including supply chain disruptions and staffing shortages.
- Collaborated with cross-functional teams to deliver engaging content aligned with client needs

Content Writing    [2021 - 2023]

- Increased organic traffic by 30% through the development and execution of SEO-rich content strategies.
- Boosted user retention by 25% by creating engaging articles and blog posts tailored to audience needs.
- Optimised app listings with engaging descriptions, visuals, and metadata, improving discoverability and increasing downloads
- Optimised app listings with engaging descriptions, visuals, and metadata, improving discoverability and increasing downloads by 20%.

Procurement and Sales Coordinator

Brandz Textiles    Kottayam

[2020 - 2021]

- Supported procurement activities by sourcing and negotiating with suppliers, ensuring timely acquisition of materials at competitive prices.
- Assisted in managing inventory levels, tracking orders, and coordinating with vendors to fulfill procurement needs.
- Provided sales support by processing orders, handling customer inquiries, and ensuring accurate order fulfillment.
- Addressed customer inquiries, resolved issues promptly, and ensured overall customer satisfaction with products and services.
- Fostered strong relationships with suppliers to ensure product quality and timely delivery.

Sales coordinator

Bikes World    Kottayam

[2019 - 2020]

- Support the sales team in managing customer inquiries via phone, email, or in-store visits.
- Maintain records of sales, orders, and customer interactions.
- Assist in stock management, ensuring proper display and replenishment of products.
- Coordinate with suppliers and warehouse teams for timely product delivery.
- Prepared purchase quotations based on client requirements.

### SUMMARY

Detail-oriented and highly organised professional with 3 years of experience in procurement and sales coordination and specialising in documentation, customer service, and team coordination. Skilled in customer service, coordinating with other teams, and efficiently managing teams to ensure seamless workflows and on-time project deliveries. Strong communication and problem-solving abilities with a focus on safety, efficiency, and customer satisfaction. Proven ability to balance content creation and operational leadership to achieve organizational goals effectively.

### EDUCATION

APJ Abdul Kalam Technological University [India] - 2016-2020

Bachelors of Technology in Computer Science

Google Digital Unlocked [India] - 2020

Fundamentals of Digital Marketing

### LANGUAGES

English - Proficient

Hindi - Intermediate

Tamil- Intermediate

Malayalam - Native

### SKILLS

- Content writing
- Problem solving
- Negotiating
- Sales
- Market research
- Data Analysis
- SEO writing
- Management
- Data Entry

### INTERESTS

Books

Travelling