

Muhammad Ahmad Thadey

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Professional Summary

Accomplished Sales Representative with over 9 years of experience across sales operations, retail management, office administration, customer service, and transactional accounting support in Qatar and India. Proven ability to drive sales growth, manage indoor and outdoor sales activities, and build long-term customer relationships through consultative selling and service excellence. Successfully increased revenue by promoting value-added products, managing high-value territories, and delivering personalized customer solutions. Strong exposure to cash handling, billing support, order processing, and daily sales reconciliation, ensuring accuracy and operational control. MBA-qualified professional with hands-on experience in team scheduling, staff supervision, documentation, reporting, and office coordination. Recognized for maintaining service quality, improving customer satisfaction, and supporting smooth day-to-day business operations. Multilingual communicator fluent in English, Telugu, Hindi, and Urdu, enabling effective interaction with diverse clients and teams. Well-suited for assistant manager or manager-level roles requiring reliability, adaptability, and cross-functional capability.

Skills & Core Competencies

- Sales Operations | Indoor Sales | Outdoor Sales | Retail Management | Assistant Manager Support | Customer Service Excellence | Client Relationship Management | Consultative Selling | Revenue Generation | Cross-Selling & Upselling | Territory Sales Management.
- Order Processing | Cash Handling | Office Administration | Documentation Management.
- Office Coordination | Record Keeping | Negotiation Support | Customer Satisfaction Management | Process Improvement | Time Management | Business Development Support.

Areas of Specialization

- Team Supervision & Workforce Coordination: Exposure to staff scheduling, performance monitoring, training assistance, and supporting assistant manager and manager-level responsibilities | Communication & Multilingual Skills: Effective verbal and written communication in English, Telugu, Hindi, and Urdu for diverse customer and team interactions.
- Retail & Store Management: Hands-on exposure to daily store operations, merchandising support, staff coordination, customer flow management, and maintaining service quality in high-volume retail environments | Customer Service & Client Relationship Management: Proven ability to deliver personalized customer service, handle inquiries and complaints, provide after-sales support, and maintain long-term customer loyalty.

Key Achievements

- Contributed to increased sales performance by promoting value-added products, understanding customer requirements, and supporting effective sales strategies.
- Maintained high customer satisfaction levels by resolving inquiries efficiently, handling complaints professionally, and ensuring service consistency.
- Successfully handled high-value customers by building strong relationships, ensuring repeat business, and delivering consistent after-sales support.
- Supported smooth store operations by preparing employee schedules, coordinating staffing needs, and assisting with daily operational supervision.