SHAHIDMUHAMMED K B

TECHNOLOGY OPERATIONS | ERP IMPLEMENTATION | PROJECT COORDINATION

CONTACT

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Dubai, UAE | Indian national | Availability: Immediate | Requires employer visa sponsorship

PROFESSIONAL SUMMARY

Operations professional with 9 years of experience across technology businesses, project delivery and workplace operations. Developed an in-house ERP covering projects, inventory, procurement and accounts, adopted by 20 staff. Implemented Zoho CRM and trained the team on its use. Delivered 10 IoT, embedded systems, AI and automation projects for 10 clients, reducing typical delivery time by 40% through project tracking and task management. Experienced in business process improvement, SOP development, vendor coordination, budget monitoring and management reporting. Managed a 500-seat coworking facility serving 450+ people across 20+ companies. B.Tech in Electronics and Communication Engineering, with hands-on systems development and technical training experience relevant to ERP implementation and application support.

CORE SKILLS

- **ERP and Business Systems:** ERP Development and Implementation, Project and Inventory Workflows, Procurement and Accounts Workflows, Odoo, ERPNext, Zoho CRM
- **Project and Client Coordination:** Project Tracking, Task Management, Client Onboarding, Vendor Coordination, Stakeholder Management, Cross-Functional Coordination
- **Business Process Improvement:** SOP Development, Process Improvement, Management Reporting, Budget Monitoring, Renewals and Collections, Operational Planning
- **Tools and Automation:** Microsoft Office with Excel Macros, Google Apps Script, Supabase, AI Tools, Jira, Trello, ClickUp, Tally, QuickBooks
- **Technical and Workplace Operations:** IoT and Embedded Projects, Network Setup (switches, access points, NAS, cable rerouting), AutoCAD, Facilities Operations
- **Training and Communication:** Staff Training, Technical Workshops, LMS Course Development, Team Coordination, Written and Verbal Communication, Problem Solving

PROFESSIONAL EXPERIENCE

Head of Operations | Tensorbot Innovations Pvt. Ltd. Oct 2024 - Sep 2026

- Developed an in-house ERP for projects, inventory, procurement and accounts, adopted by 20 staff.
- Delivered 10 IoT, embedded systems, AI and automation projects for 10 clients, leading rotating teams of 2 to 3 engineers.
- Reduced project delivery time by 40% (50 days to 30 days) by implementing project tracking and task management.
- Developed 15 SOPs and evaluated 10 to 15 vendors and suppliers to support consistent project operations.
- Delivered 7 paid embedded systems workshops to 260 students and developed 2 LMS courses of 5 modules each.

Head of Operations | The Atomic - Noster Associates Pvt. Ltd. Sep 2022 - Sep 2024

- Independently managed a 40,000 sq ft, 500-seat coworking facility, reaching 90% occupancy within 12 months and supporting 450+ people across 20+ companies.
- Implemented Zoho CRM and trained the team on its use; developed 20 SOPs to standardise workplace operations.
- Managed client onboarding, renewals and collections, supporting about AED 2.5 million revenue over 2 years and retaining 100% of members.
- Reported weekly to the Directors on occupancy, revenue, expenses, budget and maintenance.
- Conducted monthly, quarterly and annual fire safety inspections and 2 fire drills a year, and passed the fire and safety department inspection.
- Managed 8 vendors and 10+ contractors on maintenance and preventive maintenance.
- Coordinated 10+ on-site staff across housekeeping, security and front desk.

Operations Manager (Interiors) | Noster Associates Mar 2020 - Aug 2022

- Delivered 7 office interior fit-out projects worth about AED 2.3 million, all on time and within budget, coordinating at least 8 contractors and vendors on each.
- Delivered the fit-out of The Atomic, a 40,000 sq ft coworking space (about AED 1.2 million).
- Built the civil structure for an oxygen plant at a government medical college within 1 month during COVID.

Lead Organizer | Bloombloom Dreambiz (B-Hub) May 2018 - Dec 2019

- Managed daily operations of B-Hub, a 30,000 sq ft, 450-seat coworking facility serving 250 users.
- Reduced housekeeping material use by 60% and electricity use by 30%.
- Managed 8 vendors and 10+ maintenance contractors and conducted 2 fire drills a year.
- Developed 15 SOPs to standardise daily operations.

Operations Assistant | Aeriot Home Automation Oct 2017 - Apr 2018

- Designed system architecture for about 10 smart home projects using third-party products.
- Supported day-to-day project operations for a team of about 10 on smart home projects.

Trainer | Academy for Career Excellence and Research, Palakkad Apr 2016 - Dec 2016

- Trained a batch of 40 students over 9 months.

EDUCATION

Bachelor of Technology (B.Tech) - Electronics and Communication Engineering
University of Calicut, Kerala, India | June 2016

TRAINING AND CERTIFICATES

CCNA and MCSE training completed. LinkedIn Learning certificates (2019): Java, Advanced Java, Python.

LANGUAGES

English (professional), Malayalam (native), Hindi, Urdu, Arabic (reading and writing)