

UMAR MUKTHAR S

Dynamic professional with 5+ years of diversified experience in Merchandising, Operations, HR, Business Development, and Safety compliance. Proven expertise in buyer communication (UK), export shipment handling, production tracking, and workflow optimization. Strong team leader with hands-on experience in staff management, reporting, and client coordination. Entrepreneurial background managing full-scale café operations including finance, vendor control, customer service, and safety standards.

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📍 Dindigul, Tamil Nadu

CORE COMPETENCIES

- Enhanced merchandising and buyer handling skills for effective product management.
- Coordinated export shipments to the UK market, ensuring timely and efficient delivery.
- Managed operations and production to meet quality and quantity standards.
- Provided administrative support for HR functions, including attendance, training, and induction.
- Promoted workplace safety awareness to prevent accidents and injuries.
- Identified and mitigated risks to prevent incidents and ensure a safe working environment.
- Led teams and fostered strong client relationships to drive business growth.
- Developed and executed business strategies through negotiation and collaboration.
- Ordered trims and maintained vendor relationships to optimize supply chain efficiency.
- Utilized MS Office, ERP, and reporting tools to analyze data and inform business decisions.

WORK EXPERIENCE

PhonePe – Netambit First Value Services

Team Leader

Oct 2025 - Present

- Managing target-oriented sales teams.
- Monitoring performance & daily task allocation.
- Customer escalation handling & relationship building.

Naga Limited – Consumer Division

Production Executive

Apr 2025 - Oct 2025

- Coordinated production planning & factory operations.
- Supervised safety process monitoring.
- Assisted resource planning & documentation.

Google Pay – Netambit First Value Services

Freelancer

Nov 2024 - Apr 2025

- Customer onboarding & support operations.
- Conducted awareness programs for digital payment safety.

Gainup Industries India Pvt Ltd

Junior Merchandiser

Jun 2023 - Nov 2024

- **Handled UK Buyer Communication & Sample Approvals.**
- Monitored **daily production status, trims purchase & export shipments.**
- Coordinated with planning, sourcing & logistics teams.
- Supported costing, negotiation & documentation processes.

Self-Owned Business

Café Operations

Jan 2017 - Jun 2023

- Managed **end-to-end operations, procurement, finance & staffing.**
- Implemented **customer safety, kitchen hygiene & compliance standards.**

EDUCATION

RVS College of Engg Tech

MBA – HR & Operations - 8.34

2021

Jamal Mohamed College

BBA - 7.0

2019

TECHNICAL SKILLS

- MS Office (Excel, Word, PowerPoint)
- Adobe Photoshop
- ERP Basics (Merchandising & Operations usage)

AWARD

Best Manager Award – Entrepreneurship Programme – Jamal Mohamed College (2019)

Business Quiz Award – EXOBIZ 2K19 (2019)