SACHINDRA MAHESH

Business Support | Operations and Process Analysis | Client Service

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linkedin.com/in/sachindramahesh | Own UAE residence visa

PROFESSIONAL SUMMARY

A results-driven problem solver with 15+ years of experience across business operations, executive support, sales, and customer experience. Combines commercial insight, people skills, and technical creativity to improve processes, solve complex challenges, and deliver measurable results. Equally comfortable building relationships, managing operations, or developing automation solutions—with a natural curiosity for finding better ways to get things done.

CORE SKILLS & TECHNICAL COMPETENCIES

Business Analysis & Process Improvement: Operational analysis, CCTV and transaction investigations, ridership trend analysis, KPI/SLA monitoring, workflow optimization, process automation, and knowledge-base development.

Sales & Client Relations: Inbound sales, business development, property transactions, negotiation, customer retention, escalation resolution, and client relationship management**.**

Business Operations & Executive Support: Executive calendar management, business support, management reporting, travel coordination, stakeholder communication, process documentation, and remote collaboration.

Leadership & People Management: Team supervision, staff scheduling, recruitment, onboarding, training, and staff development.

CRM & Business Platforms: Microsoft Dynamics CRM, Zoho CRM, Zapier, ClickUp, Custom CRMs, Microsoft Office and Google Workspace**.**

Programming & Automation: Python, JavaScript fundamentals, Excel-based automation, and browser and custom automation.

AI Tools (Hands-On Familiarity): ComfyUI, Stable Diffusion, ChatGPT, Claude, Dyad, Google Antigravity, and OpenCode.

WORK EXPERIENCE

Business Support Specialist | Radiant Tech

Dubai, UAE | 2024 - Present

- Coordinate daily business operations, providing administrative and operational support to maintain efficient workflows across departments.
- Manage inbound sales inquiries, identifying customer needs, recommending appropriate solutions, and supporting the sales process.
- Provide dedicated executive assistance to the senior executive, managing calendars, appointments, scheduling, and professional correspondence on their behalf.
- Coordinate communications between the executive, internal departments, clients, and external stakeholders, ensuring timely follow-ups and effective information flow.
- Undertake approximately 6-8 business trips annually, supporting company activities and operational requirements.
- Support business reporting, documentation, and internal systems to maintain accurate records and facilitate management decisions.
- Identify opportunities for process improvement and workflow optimization, supporting operational efficiency and productivity.

Property Consultant | Provident Real Estate, AG Assets & Cando Real Estate

Dubai, UAE | 2022 - 2024

- Managed end-to-end property sales, including client prospecting, property viewings, negotiations, and transaction coordination with buyers and sellers.
- Closed multiple property transactions, with the highest valued at AED 11 million, demonstrating strong sales negotiation and client relationship management.

- Independently designed and developed a Python-based outreach automation system from scratch, generating personalized messages for prospective buyers and sellers without third-party APIs.
- Automated repetitive prospecting activities, significantly reducing time spent on manual outreach and improving sales workflow efficiency.
- Conducted property market research, evaluated available listings, and advised clients on suitable investment and purchasing opportunities.
- Developed and maintained relationships with property owners, prospective buyers, and investors to generate leads and facilitate transactions.

Customer Experience & Operations Specialist | Roads and Transport Authority (RTA)
Dubai, UAE | 2012 - 2022

- Independently managed 400+ cases weekly, coordinating with Operations and Finance to resolve customer disputes, fine appeals, refunds, and service complaints.
- Conducted complex investigations using CCTV footage, transaction records, and Microsoft Dynamics CRM, ensuring accurate, evidence-based case resolutions.
- Eliminated a backlog of approximately 700 cases within two months of joining, restoring operational efficiency.
- Developed Excel and browser-based automations, streamlining repetitive workflows and saving multiple days of manual administrative work.
- Improved case management procedures and contributed to the internal knowledge base, supporting more consistent and efficient resolutions.
- Produced monthly operational and KPI reports for senior management, highlighting case volumes, performance, and recurring service issues.
- Consistently achieved 100% of assigned KPI targets while independently managing high-volume customer operations.

Store Manager | AAS Group

Colombo, Sri Lanka | 2011 - 2011

- Managed daily operations of a fuel station and convenience store, supervising a team of 6-8 employees.
- Coordinated staff schedules, assigned responsibilities, and oversaw day-to-day service operations.
- Supported customer service and sales activities across fuel and retail operations.
- Oversaw store operations to maintain service standards and efficient daily workflows.

Customer Service & Inbound Sales Specialist | Pure Mobile

Colombo, Sri Lanka | 2008 - 2011

- Provided inbound customer support and sales assistance to clients across the United States and Canada, handling customer inquiries, service requests, and sales opportunities.
- Consistently ranked among the top five performers in KPI achievement, demonstrating strong productivity, customer service, and sales performance.
- Delivered customer support and inbound sales services, identifying customer needs and recommending appropriate products or services.
- Maintained strong performance against operational targets while balancing service quality, customer satisfaction, and sales objectives.

Contact Center Representative | Dialog Axiata PLC

Colombo, Sri Lanka | 2005 - 2008

- Handled approximately 100 customer calls per shift, providing support and resolving inquiries in a high-volume contact centre environment.
- Delivered multichannel customer support through phone, email, and live chat, addressing customer inquiries and service-related issues.
- Maintained strong performance against key service metrics, including Average Handle Time (AHT), First Contact Resolution (FCR), and Call Quality.
- Managed customer interactions efficiently while maintaining service quality and focusing on effective resolution.

ADDITIONAL EXPERIENCE

Personal Investment Portfolio Management | Self-Directed

Dubai, UAE | 2021 - Present

- Research and manage a personal portfolio of 15–20 equities, applying fundamental and technical analysis to investment decisions and risk management.

Event Planning & Coordination | Recurring Annual Event

Dubai, UAE | 2019 - 2025 | Next edition planned for 2027

- Coordinated six editions of a recurring event attracting 300 - 400 attendees per edition, managing venue arrangements, vendors, artists, and marketing activities.

PROFESSIONAL TRAINING

Web Development & Programming | AstroLabs Dubai
Relevant Coursework: JavaScript, Python, React, Bootstrap, Material UI and HTML/CSS

Technical Support Fundamentals | Google (Coursera)

Introduction to Social Media Marketing | Coursera

Business and Safety Procedures | RTA

EDUCATION

Diploma in 3D Digital Animation | Wytech Pvt. Ltd
High School Diploma | D.S. Senanayake College

LANGUAGES & LICENCES

English (native) | Sinhala (native)
Driving licences: RTA Dubai and Cayman Islands DVDL