

Mohsin Bin Osman

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CAREER OBJECTIVE

Seeking a Challenging role in the UAE's technology or retail sector that leverages my academic knowledge and practical skills. With seven years of experience in retail sales, I am confident in my ability to provide exceptional customer service and contribute to the growth of the organization. I am eager to apply my technical expertise and work collaboratively with a team to achieve success.

WORK EXPERIENCE

Store Manager

Aug 2018 - Sep 2023

MASA'S MOBILES & SARA MOBILES | Hyderabad, India

- Exceeded mobile device sales targets by 25%, achieving strong annual performance.
- Enhanced repair service efficiency, boosting customer satisfaction scores.
- Optimized inventory management, reducing stock outs by 20%.
- Implemented comprehensive security measures, successfully reducing inventory shrinkage by 15%.
- Strengthened supplier relationships, negotiating favorable terms and improving profit margins for mobile products and accessories.
- Fostered a collaborative team environment, contributing to increased overall store productivity.
- Proactively stayed informed about the latest mobile trends and technologies, ensuring the store remained competitive in the dynamic market.

Store Manager

May 2016 - July 2018

G Ethnic Store-Good Clothing| Hyderabad, India

- Exceeded sales targets, achieving a 20% increase in profits over the previous year.
- Resolved customer service issues promptly, resulting in a 15% reduction in overall complaints.
- Implemented captivating store advertising displays, contributing to a 10% increase in customer footfall.
- Managed the product lifecycle with precision, reducing damaged products by 12%.
- Maintained a clean and safe store environment, leading to a 98% customer satisfaction rate.

EDUCATION

Master of Technology (M. Tech.) - VLSI & Embedded Systems

2014 - 2016

Jawaharlal Nehru Technological University Hyderabad (India)

Bachelor of Technology (B. Tech.) - Electronics & Communication Engineering





2010 - 2014

Jawaharlal Nehru Technological University Hyderabad (India)

SKILLS

Microsoft Office Suite(word, Excel, PowerPoint) | Google Workspace | Customer Relationship Management (CRM) Software | Point of Sale (POS) systems | Social media platforms | E-commerce platforms| Leadership | Inventory Management | Staff Supervision | Transactions Processing | Customer Service | Product Knowledge | Project Management | Communication | Time Management | Adaptability | Problem Solving | Interpersonal | Teamwork | Creativity.

LANGUAGES

- English. 
- Urdu. 
- Hindi. 
- Arabic. 

REFERENCES

References available on request.