

Ossaid Fozan

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Home: Dubai (United Arab Emirates)

# ABOUT ME

* Customer Services/Sales Executive with 5 years of diverse experience , successful at crafting solutions and seeking results.
* Expertise in computer system handling while dealing with live chat and phone.
* Adept at identifying and closing new business opportunities. Possess strong communication and presentation skills, coupled with a deep understanding of customer needs.

# SKILLS POSSESSION

Customer Focus Multitasking Product Knowledge

Customer Relationship Management Active listening

Problem Solving Complaint Resolution Adaptability

# WORK EXPERIENCE

Sales Promotor

***LC*** ***Waikiki*** ***-*** ***Apparel*** ***Group*** [ 03/11/2024 – 30/12/2024 ]

City: Dubai | Country: United Arab Emirates

* Consistently exceeded sales targets by an average of 25% through proactive customer engagement, suggestive selling, and personalized styling advice at LC Waikiki.
* Successfully promoted new arrivals, seasonal collections, and premium denim lines through creative in-store displays, customer demonstrations, and impactful storytelling.
* Provided exceptional customer service, ensuring high customer satisfaction and repeat business at LC Waikiki stores.

Admin Cum Sales Executive

***Dream*** ***Worldwide*** [ 07/2024 – 10/10/2024 ]

City: Dubai | Country: United Arab Emirates

* + Specialized in securing work permits for skilled professionals in various industries
  + Conducted thorough assessments of client qualifications and job offers to determine eligibility
  + Prepared comprehensive work permit applications, including supporting documentation
  + Negotiated with employers and immigration authorities to expedite the work permit process
  + Provided post-arrival support to clients, including assistance with residency permits and work authorization

Customer Service Representative

***Mindbridge.Co*** [ 03/2023 – 03/2024 ]

City: Lahore | Country: Pakistan

* + Handled customer inquiries and complaints through various channels (phone, email, in-person).
  + Provided information and assistance on banking products and services (accounts, loans, investments, etc.).
  + Resolved customer issues and complaints promptly and efficiently.
  + Built strong customer relationships through effective communication and empathy.

Sales Promotor

***Afzal*** ***Electronics*** [ 01/2016 – 01/2018 ]

City: Islamabad | Country: Pakistan

* + Specialized in promoting and selling the latest mobile phone models and accessories.
  + Provided expert advice on product features, specifications, and compatibility.
  + Achieved sales targets and contributed to overall store performance.
  + Processed customer transactions efficiently and accurately.

Sales Agent

***Ramada*** ***Hotel*** [ 02/2019 – 02/2020 ]

City: Multan | Country: Pakistan

* + Supervised and motivated a team of sales associates to achieve sales targets.
  + Conducted regular team meetings to communicate company goals, strategies, and performance expectational
  + Ensured the store's visual presentation was visually appealing and aligned with brand standards.

# EDUCATION AND TRAINING

Master Of Business Administration

***BZU,*** ***Multan*** [ 10/2019 – 03/2023 ]

City: Multan | Country: Pakistan

* + Enhanced communication, teamwork, negotiation, and critical thinking skills through collaborative projects and case studies
  + Spearheaded the development and execution of a class-winning project in Brand Management, resulting in the highest grade for a brand communication strategy for Brand class.
  + Led a team to secure the top position in a Marketing Communication project. The project was about developing a social media campaign for a new product launch

Bachelor Of Arts

***BZU,*** ***Multan*** [ 04/2017 – 04/2019 ]

City: Multan | Country: Pakistan

* + Developed strong research and analytical skills through coursework in political theory, comparative politics, and international relations.
  + Honed critical thinking and writing abilities via journalism courses in investigative reporting, feature writing, and news analysis.
  + Gained experience in multimedia storytelling through classes in broadcast journalism, digital media, and visual communication.
  + Undertook in-depth studies of media and democracy, political communication, campaign strategies