



Ossaid Fozan

Nationality: Pakistani

CONTACT

 Dubai, United Arab Emirates
(Home)

 ossaidfozan136@gmail.com

 (+971) 561630056

 +971561630056 (WhatsApp)

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

03/11/2024 – 30/12/2024 Dubai , United Arab Emirates

● Sales Promotor LC Waikiki - Apparel Group

- 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.

07/2024 – 10/10/2024 Dubai, United Arab Emirates

● Admin Cum Sales Executive Dream Worldwide

- 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

03/2023 – 03/2024 Lahore , Pakistan

● Customer Service Representative Mindbridge.Co

- 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.

01/2016 – 01/2018 Islamabad, Pakistan

Sales Promotor Afzal Electronics

- 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.

02/2019 – 02/2020 Multan , Pakistan

Sales Agent Ramada Hotel

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

EDUCATION AND TRAINING

10/2019 – 03/2023 Multan, Pakistan

Master Of Business Administration BZU, Multan

- 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.

04/2017 – 04/2019 Multan, Pakistan

Bachelor Of Arts BZU, Multan

- 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.