



MICHAEL OBSID

Al Qusais 11B street Dubai
UNITED ARAB EMIRATES
michaelobsid@gmail.com
+971 52.6044610

Creates and implements successful sales and marketing strategies regardless of scale and budget. Excels at maximizing profits within limited budgets. Performs market research, develops strategic reports and organizes and promotes successful marketing campaigns. Aggressively pursues new sales leads resulting in high sales close rate. Understands importance of working with customers and other executives, as well as keeping staff informed and motivated.

Skills:

- Lead generation, prospecting, negotiation, and closing deals.
- Building strong relationships and ensuring customer satisfaction.
- Strong verbal, written, and presentation skills.
- In-depth understanding of products and market trends.
- Problem-solving, data-driven decision-making, and market research.
- Working effectively with internal teams and clients.

Work History:

Warehouse Ambassador and Problem Solver

*AMAZON UAE, Dubai
AUG. 2019 to
SEPT 2024*

Customer Returns Department

- Assigned as Ambassador / Trainer for Night shift in implementing one of new process which called International Shipments (Using DHL system) where we process Returned items from the customer, then Re-process it going back to its origin Country EX. USA, UK, EU, JPN.
- Assigned as one of selected Associates to check and monitor Missing items specially those high value item that causes huge impact in the FC loses and if found possible fraud, Create escalation Ticket for further investigation.
- Act as Problem Solver to assist other associates if they encounter error while processing the return shipments.
- Assign as auditor / Refurbish Checker to make sure that the return shipments processed by the associates are correct.
- Check all RTO / RTN items before receiving using Amazon standard procedure (AFT-amazon fulfilment Technology)
- Defined problems to make decisions and moved forward to support quick resolution.
- Assist in maintaining a clean and organized workspace, ensuring adherence to safety protocols and warehouse standards.

Senior Sales and Marketing Executive

*Advancednet
Philippines Inc.
Aug. 2015 to Feb. 2017*

Key Achievements:

Represented Philippines team in Product Training and Sales Convention in Malaysia
Promoted from Junior to Senior Sales Executive.

Responsibilities:

- Establish new business opportunities for the company, expanding customer portfolio and product coverage reach and maintained long-term relationships with customers.
- Travels to visit potential clients and attend meetings, provide product and company presentations and price negotiations ensuring a win-win solution for both the company and the clients.
- Provides technical assistance, product education and solutions for customer requirements.
- Conduct market research to identify emerging trends, competitive analysis, and new product opportunities to stay ahead in the rapidly evolving fiber optics market.
- Build and maintain relationships with telecommunications companies, internet service providers (ISPs), data centers, and industrial clients to identify and close new business opportunities.
- Regularly attend industry trade shows and conferences to network with potential clients and stay updated on technological advancements in fiber optics.

Account Manager
*Fiber-rex Philippines
Inc. LLC
Philippines
July 2014 to July 2015*

- Contributed to event marketing, sales and brand promotion.
- Attended monthly sales meetings and quarterly sales trainings.
- Increased sales with execution of full sales cycle processing from initial lead processing through conversion and closing.
- Fielded customer complaints and facilitated negotiations, resolving issues and reaching mutual conclusions.
- Met with customers to discuss and ascertain needs, tailor solutions and close deals.

Sales Engineer
*Avesco Marketing
Corporation
Philippines
July 2011 to July 2014*

- Designed and delivered product training for clients.
- Provided sales forecasts for product sales opportunities within assigned accounts.
- Prepared cost estimates and bid documents by studying customer RFPs and consulting with project managers.
- Developed and implemented pursuit plans for opportunities within assigned key accounts.

**IT-Service
Desk Analyst**
*Interactive Technology
Solution, Philippines
November 2010 to July
2011*

- Used ticketing systems to manage and process support actions and requests.
- Managed high levels of call flow and responded to technical support needs.
- Researched and identified solutions to technical problems.
- Monitored system performance to identify potential issues.
- Generated reports to track performance and analyze trends.

**Technical Support
Representative**
*EPLDT Ventus
Philippines
September 2007 to
February 2010*

- Used ticketing systems to manage and process support actions and requests.
- Managed high levels of call flow and responded to technical support needs.
- Handle first call Solution to Customers having problem in their internet connection, guide in trouble shooting.

Education:

October 2008 Bachelor of Science In Electronics and Communication Engineering – ECE
Rizal Technological University, Boni Mandaluyong City, Philippines

Additional Information:

Advanced Network Solutions Sales Seminar and Product Training December 2016
Jalan TUDM, Kg Baru Subang, 40150 Shah Alam, Selangor, Malaysia
Legrand Cabling System **“System Integrator Certification Training”** June 2015
Legrand Cabling System **“Product Training Program”** March 2015
DINTEK AND FIBER-REX **“System Integrator Certification Training”** July 2014
Avesco Marketing Corporation **“Belden Industrial Technology Forum”** May 2014
Avesco Marketing Corporation **“The Art of Effective Selling”** October 2012