



MOHAMMED OSMAN

Sales Executive | Customer Support Representative

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Dubai, UAE | Visa Status: Visit Visa

Summary

Results-driven Sales Executive with 3+ years of experience in the automotive industry, including top brands like Nissan and Volkswagen. Proven Ability to generate leads, close high-value deals, and build lasting client relationships. Recently worked as a Customer Support Executive at Airtel Payments Bank, handling digital banking and UPI queries with high customer satisfaction. Seeking a dynamic sales or customer service position in the UAE.

Experience

Customer Support Executive (May 2024 – April 2025)

Airtel Payments Bank – Hyderabad, India

- Handled inbound/outbound calls related to UPI, digital banking, and wallet transactions.
- Resolved technical and transaction-related issues within defined TAT.
- Maintained accurate records using CRM systems.
- Ensured compliance with RBI regulations and internal service protocols.

Sales Executive (Nov 2023 – April 2024)

Deccan Volkswagen – Hyderabad, India.

- Assisted walk-in customers in vehicle selection, financing, and documentation.
- Engaged in lead generation and showroom sales activities.
- Delivered excellent post-sale support to ensure repeat business.

Sales Executive

Vibrant Nissan – Hyderabad, India (June 2021 – Oct2023)

- Delivered consistent monthly sales targets for Nissan vehicles.
- Conducted test drives and negotiated prices with clients.
- Maintained product knowledge on current models and offers.
- Built long-term relationships through follow-ups and referrals.

Technical

CRM Tools (Zoho, Avaya)

MS Office (Excel, Word)

Skills

Sales & Customer Service:

Lead Generation, Sales Negotiation & Closing, Target Achievement, CRM & Documentation, Post-Sale Follow-up

Education

H.E.H Nizam & Alladin Technical Institute – Hyderabad, India

Diploma in Electrical Engineering