



MOHAMMAD OSAMA

PROFESSIONAL SUMMARY

A dynamic and results-oriented professional with a Bachelor's degree in Media Science, majoring in Advertising. Seeking a challenging role where I can leverage my educational background and diverse experience as a Telesales Executive and Call Center Representative. Eager to contribute strong communication skills, sales acumen, and customer service expertise to a dynamic work environment while continuing to learn and grow within the field of media and advertising.

WORK EXPERIENCE

Call Center Representative 7 Apr, 2021–30 Jan 2024
Systamatix Company

- Managed inbound calls for Systamatix's US health insurance campaign.
- Assisted customers with coverage, claims, and policy inquiries.
- Provided clear and empathetic communication during customer interactions.
- Addressed concerns effectively, ensuring positive resolutions.
- Accurately updated customer information in company systems.
- Collaborated with teams to resolve complex issues.
- Maintained a high level of product knowledge.

Telesales Executive 24 Jul 2023–16 Oct 2023
Dgtx Company

- Achieved sales targets by promoting SIM cards and internet packages.
- Conducted outbound calls to promote and sell Etisalat products and services.
- Provided information on available plans and benefits.
- Handled inquiries regarding SIM cards and internet connectivity.
- Addressed customer inquiries regarding Etisalat services and offerings.
- Closed sales and processed customer transactions.
- Built rapport to understand customer needs and preferences.

ACADEMIC QUALIFICATION

BS of Media Science with Major Advertising 2019–2023
Indus University

- (Transcript attested UAE Embassy MOFA HEC)
- CGPA: 3.11/4.00

Intermediate 2016–2018
Govt National Collage

Matriculation 2013–2015
StanMore Public School

Contact

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Personal Info

Nationality: Pakistani
CNIC No: 42101-8284785-3
Passport No: HH2857581
Date of Birth: 07 Oct, 1998
Gender: Male
Religion: Islam

Skills

- Sales Acumen
- Customer Service
- Microsoft Office Suite
- Communication Skills
- Active Listening
- Product Knowledge
- Time Management
- Multitasking
- Data Entry
- Technology Proficiency
- Negotiation Skills

Languages

English
Urdu