

Ahmed Fuad

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Results-driven professional with experience in sales, customer service, and account management across various industries. Highly skilled in implementing strategies to increase sales performance and lead generation, providing customer-centric service to create a positive experience, and fostering strong relationships with diverse stakeholders.

EDUCATION

Himalayan University

Bachelors of Business Administration (Honors Program)

Itanagar, India

June 2021 - May 2022

York University

Toronto, Canada

Sep 2016 - May 2021

Pan-Asia International School

High School Diploma

Bangkok, Thailand

Sep 2011 - May 2015

PROFESSIONAL EXPERIENCE

Prime Falcon Motors

Dubai, UAE

Sales Lead and Accounting

May 2020 - Present

- Act as an interdepartmental liaison with the online, shipping, and warehouse teams, vendors, and management to effectively complete 150+ client orders on a monthly basis.
- Proactively interact with customers to recommend vehicles that best suit their tastes, interests and needs, which led to customer satisfaction.
- Devised and implemented an effective sales process, leading to consistently achieving the established sales goals and surpassing the monthly sales target consistently.
- Oversee the company's marketing and promotion in order to expand its brand awareness by 40% and ensure the logistics division runs smoothly, showcasing strong attention to detail.
- Manage the company's accounts to increase client retention by 60% while working under pressure during peak hours to meet predetermined goals.

Swarovski

Toronto, Ontario

Sales Associate

Oct 2019 - Jan 2020

- Interacted with, approached, and initiated conversations with over 50 potential customers a day to find out their preferences.
- Assisted 250+ customers a week in trying on clothing, selecting the proper size from the stock, and making purchases.
- Facilitated and maintained a constant presence on the sales floor to address the needs of customers, adhering to best practices.
- Communicated with customers every day on the phone and in person to persuade them to buy ancillary products in addition to the primary product they should buy, exhibiting excellent communication skills.

Saravana Bhavan

Toronto, Canada

Head Waiter

May 2018 - Nov 2018

- Led a team of 7 waiters in a busy branch, serving 500+ customers a day, and taking in numerous orders.
- Liaised with the manager to organize customer service trainings to the waiting team to improve customer satisfaction by 20%.

LEADERSHIP/EXTRACURRICULAR EXPERIENCE

DragonFly English Camps

Bangkok, Thailand

Camp Leader

Oct 2017 - Dec 2017

- Volunteered to coach and teach English to more than 100 underprivileged children in Thailand.
- Participated in activities that promoted the social, physical, and emotional development of children.

SKILLS AND INTERESTS

Technical Skills: Microsoft Office Suite (Word, Excel, PowerPoint)

Certifications/Awards: Business and Management Endorsement Certificate (IB), English Literature Certificate (IB)

Interests: Sports (played for my high-school volleyball and soccer team), Photography (did freelance photography for an individual watch retailer), Reading (literary fiction)

Languages: English (Fluent), Thai (Fluent) & Tamil (Fluent)