



Hamid Mughal

Visitor Experience Executive, Sales Manager, Customer Support Sepcialist,
Omni Channel executive, Event Operations, Event Management

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FREELANCE & CONTRACTUAL EXPERIENCE

Carnaval Rides Global Village, Dubai — <i>Registration staff</i>	2018
Fifa Cup Absolut Sports, Doha — <i>Game Visit Supervision</i>	2022
Gitex 2022, Dubai — <i>Host Gitex</i>	2022
The Hotel Show, Dubai — <i>Wayfinding staff Coordintor</i>	2023
UNFCCC Cop28 , Dubai — <i>Plenary Hall Assistant</i>	2023
Honor Mobiles, Dubai — <i>Launch Activation Promoter</i>	2023
UAE Super Cup, Dubai — <i>Organizer support</i>	2023
Dubai Run, Dubai — <i>Race Marshall</i>	2023
Gitex 2023, Dubai — <i>Usher Gitex Europe</i>	2023
Real Estate Launch Westin Dxb, Dubai — <i>Host</i>	2023
Sofitel private Event, Dubai — <i>StageHand</i>	2023
MedLab, Dubai — <i>Registration Support</i>	2024
Arab Health, Dubai — <i>Cashier</i>	2024
UNTOLD DUBAI, Dubai — <i>Organizer Help Desk</i>	2024
Sun And Sands Sports, Dubai — <i>Omni Channel Executive</i>	

- Customer service
- Support E-commerce sales and dispatch operations
- Maintain inter-departmental relations and communication
- Coordinating delivery and logistics

Qatar Airways, Doha— *Visitor Experience Executive (HRC)*

- Manage POS around Doha
- Engaging with guests, developing and improving client relations
- Improving client experience and generating feedback
- Generating High Sales
- Managing bookings
- Handling guest grievance

Expo2020, Dubai— *Asst Operation Coordinator*

- Supporting manager, being the point of contact
- Perform delegated tasks efficiently and timely
- Ensuring all processes and procedures are strictly followed
- Support and drive procurement activities
- Ensuring weekly reports and schedules are updated and issued on time
- Addressing and resolving staff grievance and operation challenges

SKILLS

Excellent written and spoken skills
Digital Marketing
Leadership
SalesLoft, Salesforce
Time management
Team work
Stress rsistant
Relationship building
Negotiation
Account handling
Lead generation
Computer Hardware Skills
Event Support
Crowd Control
Microsoft Applications

LANGUAGES

- English (Fluent)
- Urdu (Native)
- Hindi (Fluent)
- Arabic (Conversational)

ACHIEVEMENTS

- Top seller (2017)
- Top achiever (2022)

KhaleejTech, Dubai— *Sales Manager*

- Product hunting, creating and executing the sales plan
- Coaching associate team
- Achieving targets
- Developing and maintaining client relations
- Handling Complaints

Telemarketing(Freelance), Dubai— *Senior sales executive*

- Cold calling
- Inbound and outbound calls
- Convert lead into client
- Upselling

MIRI Home & Fashion , Dubai— *Client Advisor*

- Assisting customers with the right choice of home designs
- Building rapport and converting clients for customized orders.
- Achieving targets
- Dealing with order amendments and complaints.
- Styling in-house showroom display.
- Processing payments and recording transactions.

Education

A Levels,
Islamabad— *Economics , Accounts, Business*

O Levels,
Rashidabad— *Economics , Accounts, Business*

Tour guide Qatar tourism curriculum,
Doha— *Toursim*

Digital Marketing,
Digiskills— Extensive course