

Mustafa Omer

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Profile

- I am a dedicated Customer Support Executive with a proven track record of fostering excellent client communication and relationships.
- I am also python developer with a proven projects on my GitHub account, and always enthusiastic to take new projects and make them alive
- I have done multiple projects related to data analysis that have made me confident enough to make even more projects.
- I have accomplished a project that involves data analysis and Django to manipulate the data and get the visualization that is needed.
- I am an expert in delivering high-quality support and ensuring ultimate customer satisfaction.
- I have the capability of resolving issues effectively and promptly identifying and addressing customer needs.
- I have experience in integrating financial insights to enhance customer interaction and support.

Experience

INTERNATIOANAL CUSTOMER SUPPORT EXECUTIVE | SMART AUTO SYSTEM | JAN 2024 - PRESENT

- succeeded in generating over \$20K+ in revenue.
- I Contributed to training over 300+ customers.
- I have solved over 2500+ issues.
- I gained more than 300+ customer trust and satisfaction.

Courses And Trainings

COMPUTER HARDWARE (A+) | BEDER INSTITUTE OF INFORMATION TECHNOLOGY | 21 DECEMBER 2019 – 30 JAN 2020

NETWORKING (N+) | F-12 NETWORKS INSTITUTE | 14 FEB 2020 – 14 MARCH 2020

PYTHON | NARESH IT INSTITUTE | 20 OCT 2021 – 20 DEC 2021

WORKSHOP ON MICROFINANCE MANAGEMENT | ZALINGEI BUSINESS DEVELOPMENT CENTER | 30 MARCH 2019 – 01 APRIL 2019

Education

BACHELOR OF SCIENCE IN MATHS, ELECTRONICS AND COMPUTER SCIENCE | JUNE 2023 | OSMANIA UNIVERSITY, HYDERABAD, INDIA

Skills & Abilities

- | | |
|--|---------------------|
| • Problem-Solving | • Multi-tasking |
| • Interpersonal Skills | • Adaptability |
| • Excellent interpersonal and communication skills | • Analytical Skills |

LANGUAGES

- Arabic
- English

Activities and Interests

Art, hiking, travel, football, basketball, reading. Singing.