

# Omar Gouda

## **Omar Muhammad saied Gouda**

Giza GZ 12565

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+20 10 17009415

Customer-focused and detail-oriented Customer Service Representative with over 6 years of experience in retail and telecom sectors. Skilled in handling diverse customer needs, resolving issues efficiently, and delivering a high standard of service. Proven ability to communicate clearly, adapt to various systems, and maintain client satisfaction.

Willing to relocate: Anywhere

## Personal Details

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**Birth Date:** 1999-12-18

**Eligible to work in Egypt:** Yes

## Work Experience

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### **Customer service**

Alorica-Egypt

September 2025 to Present

Handle inbound calls from customers, assist with product selection, and process orders accurately. Confirm purchases, provide product info, and resolve inquiries to ensure customer satisfaction. Support team in meeting sales targets and smooth order fulfillment.

### **Customer Service Representative**

Concentrix, "Amazon UK"-Smart Village

May 2024 to Present

- Managing customer inquiries and complaints for UK-based clientele.
- Ensuring timely resolution of issues and maintaining satisfaction scores.

### **Customer Service Agent**

Majorel, "Orange Egypt"-One Kattamya, Cairo

July 2020 to October 2022

- Assisted customers in resolving service and billing issues.
- Handled inbound and outbound calls and documented customer interactions.

### **Sales Person**

Arafa Group, "Guy Laroche, Mario Barutte"-Cairo, Cairo

2017 to 2020

- Provided in-store customer service and product recommendations.

- Maintained sales floor and met monthly sales targets.

## Education

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### **Recruiting, Personnel (Diploma in Human Resources)**

Qualified TNC-Giza

August 2024 to October 2024

### **Foreign Trade Economics (Bachelor's Degree in Commerce and Business Administration)**

Helwan University-Cairo

September 2017 to May 2022

## Skills

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- Excellent verbal and written communication
- Communication skills
- Sales
- Team collaboration and adaptability
- Organizational skills
- Angular (learning)
- Problem-solving and conflict resolution
- Time management and multitasking
- JavaScript
- CSS
- Microsoft Excel
- React.js (learning)
- Microsoft Office Suite (Word, Excel, Outlook)
- Tailwind CSS (learning)
- CRM systems (e.g., Salesforce, Zendesk)
- HTML 5

## Languages

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- Japanese - Beginner
- English - Expert
- German - Intermediate
- Arabic - Native

## Links

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[linkedin.com/in/omar-jud](https://www.linkedin.com/in/omar-jud)

## Military Service

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### **Branch: Environmental and Water Surfaces Police - Egypt**

Service Country: Egypt

Rank: Soldier

April 2023 to May 2024

#### Role and Responsibilities of Conscripts in the Environmental and Water Surfaces Police - Egypt

Conscripts serving in the Environmental and Water Surfaces Police, play a vital role in protecting Egypt's natural resources and public health. Their responsibilities typically include:

##### ◆ Monitoring Environmental Compliance:

Assisting in enforcing laws related to pollution control, industrial waste disposal, and the protection of natural reserves and ecosystems.

##### ◆ Water Surface Surveillance:

Participating in patrols of rivers, lakes, and coastal areas to monitor illegal fishing, water contamination, or unauthorized construction on water bodies.

##### ◆ Supporting Anti-Pollution Operations:

Helping with field inspections and reporting violations involving air, water, and soil pollution from factories, farms, and ships.

##### ◆ Protecting Wildlife and Natural Habitats:

Working with officers to prevent poaching and protect endangered species and ecosystems under national environmental law.

##### ◆ Public Safety Tasks:

Assisting in operations to maintain safety on water surfaces, prevent drowning incidents, and respond to environmental emergencies like oil spills.

##### ◆ Administrative and Field Support:

Performing duties related to documentation, inspection logistics, and support during joint operations with other environmental or law enforcement agencies.