

Omar Hani Mohammed

Wadi el-Nile St, El-Mohandessen, Giza

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Personal Profile

Ambitious professional with extensive experience in customer service and bilingual phone communication in Arabic and English. Seeking to join an international organization where I can apply my skills to enhance customer experience and contribute to business growth.

Education

Bachelor of Commerce in Foreign Trade, Helwan University - 2021

Experience

CCLU Officer (Customer Life Cycle Unit), ADIB (Abu Dhabi Islamic Bank) | Feb 1, 2025 - Present

- Handled installment requests for credit card transactions in accordance with customer needs and bank policy.
- Activated newly issued credit cards and ensured timely delivery of card credentials including PIN.
- Followed up on PIN code requests and troubleshooting to ensure smooth customer experience.
- Managed and maintained card portfolio data to ensure accuracy and up-to-date records.
- Coordinated the execution and organization of promotional credit card offers provided by the bank.

Senior Call Center Agent, Alex Bank | Aug 2023 - Feb 1, 2025

- Received and handled customer calls in both Arabic and English, providing timely support to ensure high levels of satisfaction.
- Conducted telesales activities and successfully sold credit cards by clearly highlighting product features tailored to each customer's needs.

Call Center Agent, Americana Group | Aug 2019 - Feb 2020

- Managed customer inquiries via phone from registration to delivery, resolving issues quickly and efficiently to achieve customer satisfaction.
- Handled customer complaints and implemented effective solutions to ensure a positive experience.

Call Center Agent, Real Soft House for English Courses, Giza | Mar 2018 - Jun 2019

- Adhered to scripts and policies to meet call time and quality metrics.
- Delivered exceptional service based on in-depth product knowledge, creating a positive customer experience.
- Assisted a high volume of customers daily while maintaining a professional demeanor focused on achieving satisfaction.

Professional Training

Diploma in Banking, Kick Off Banking Academy at the British University in Egypt (BUE)

Comprehensive coverage of retail products, banking operations, trade finance, bancassurance, and human resources.

Key Skills

- Microsoft Office (Word, Excel), Internet Browsing
- CRM Tools, Reporting, Quality Monitoring
- Customer Service: Complaint Management, Building Strong Customer Relationships, Achieving High Satisfaction Levels
- Soft Skills: Effective Communication, Problem-Solving, Working Under Pressure, Quick Learner, Teamwork, Positive Team Influence

Banking Tools

Proficient in using banking tools such as CMS, FIMI, Prime, and G12 Ethix-Branch

Languages

Arabic: Native

English: Upper-Intermediate

Additional Information

Date of Birth: July 11, 1999

Nationality: Egyptian

Marital Status: Single

Military Service: Completed (Apr 2022 - Jun 2023)