

# 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

### **CLCU 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)