Titles:

Customer Support & Sales Professional//Travel and Operations Specialist//Data-Driven Service Advisor

Contact Information:

- **Phone Number**: +20 1030994505 / +20 117633764
- **Email Address:** omarcr17012000@gmail.com
- **LinkedIn Address:** www.linkedin.com/in/omar-emam-4055131aa
- **Address**: 4st Badr Hafez El Haram St, Giza, Egypt

Personal Information:

- **Full Name:** Omar Imam Sad Ahmed
- **Date of Birth:** 17/01/2000
- **Nationality**: Egyptian
- **Military Status:** completed
- **Marital Status:** single

Languages:

- Arabic: Native
- English: very Good

Summary

Dynamic and results-driven professional with a Bachelor's degree in Management and Information Systems and diverse experience across customer service, travel operations, data analysis, and retail sales. Proven track record of exceeding performance targets, enhancing customer satisfaction, and streamlining operations. Skilled in handling high-pressure environments, resolving complex issues, and building lasting client relationships. Adept at using data to support business decisions and improve service delivery. Recognized for adaptability, attention to detail, and a customer-first mindset. Ready to bring value, efficiency, and professionalism to your team.

Education:

Bachelor of Management and Information Systems

- **Institution**: El-Motatawera High Institute
- **Graduation Year:** 2022
- **Grade:** Very Good

High School Certificate

- **Institution**: Ahmed Lotfy El-Sayed Secondary School
- **Graduation Year:** 2018

Professional Experience:

Travel Agent
Wonder Travel Agency for Traveling and Ticketing Booking
December 2024 – July 2025

Key Responsibilities:

- Booked and managed domestic and international flight reservations for clients.
- Assisted customers in planning travel itineraries tailored to their needs and budgets.
- Processed visa applications and provided guidance on travel documentation.
- Coordinated with airlines and hotels to confirm bookings and resolve travel issues.
- Maintained accurate client records and handled payment transactions efficiently.

Key Achievements:

- Successfully managed high-volume seasonal bookings with accuracy and speed.
- Recognized for excellent customer service and problem-solving during travel disruptions.
- Built long-term client relationships by delivering personalized travel solutions.

Customer Service Representative
Noon
May 2024 – November 2024

Key Responsibilities:

- Responded to customer inquiries via phone, email, and chat in a timely and professional manner.
- Resolved complaints and issues related to orders, payments, deliveries, and returns.
- Assisted customers with product information and order tracking.
- Escalated complex cases to appropriate departments for quick resolution.
- Maintained accurate records of customer interactions and feedback.

Key Achievements:

- Consistently met daily KPIs for response time, customer satisfaction, and resolution rate.
- Recognized by team leaders for handling high call volumes with efficiency and professionalism.
- Contributed to improved customer retention through excellent support and follow-up.

KoraStats

Data Analyst
December 2023 – April 2024

Key Responsibilities:

- Conducted detailed match analysis to support team strategies.
- Utilized data visualization tools to present key performance metrics.
- Collaborated with the technical team to improve data collection methods.

Key Achievements:

- Successfully implemented a new data analysis framework that increased reporting accuracy.
- Presented key findings to stakeholders, influencing strategic decisions.

Americana KFC

Call Center Agent
January 2022 – June 2022

Key Responsibilities:

- Managed customer inquiries and resolved issues efficiently.
- Processed orders and provided product information.
- Maintained accurate records of customer interactions.

Key Achievements:

- Achieved high customer satisfaction through effective issue resolution.
- Handled an average of 100 calls per day, exceeding performance targets.

Defacto Stores

Salesman
March 2020 – December 2021

Key Responsibilities:

- Assisted customers with product selection and provided detailed product information.
- Managed inventory and restocked shelves.
- Achieved and exceeded sales targets.

Key Achievements:

- Exceeded monthly sales targets consistently.
- Implemented a new inventory management system that reduced stock shortages..

Courses and Trainings

Basics of Digital Marketing

Institution: Google
Year: 2019

Hard and Technical Skills

- Microsoft Office Suite (Excel, Word, PowerPoint)
- CRM Systems (Zendesk, Freshdesk)
- GDS & Booking Platforms (Amadeus, Sabre – basics)
- Data Analysis & Reporting (Excel PivotTables, Google Sheets)
- Customer Relationship Management
- E-commerce Platforms & Order Management
- Travel Itinerary Planning & Ticketing
- Call Center Software & Telephony Systems
- Digital Marketing Fundamentals (Google Certified)
- Database Entry & Accuracy Auditing