



Omar Abdalla

Team Lead

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Introduction

Team leader with an extensive background in working with clients and associates for different organizations. An individual with the ability to drives issues, track tasks, and evaluate priorities daily. Creative problem solver and collaborator with strong communication skills both spoken and written.

Education

J. Sergeant Reynolds Community College

Associates, Computer Science

August 2017- May 2019

Work Experience

Capital One

Fraud Team Lead

March 2020 – Current

Richmond, VA

1. Coordinated and managed tasks in onboarding sessions for new hires through strong written and communication skills.
2. Developed relationships and collaborated with other departments to balance the needs of stakeholders.
3. Collected, analyzed, and displayed data through Excel for executives and department leaders.
4. Managed projects related to existing internal processes and large-scale technology change efforts.
5. Audited, assessed, and corrected data to measure planned vs. actual department performance.
6. Hosted call listening sessions with team coaches to provide feedback on associate performances.
7. Displayed strong organizational ability to adapt to changing demands within Customer Protection.

LIDL

Supervisor

May. 2017 – December 2019

Richmond, VA

1. Demonstrated excellent customer service skills with the ability to think outside the box to solve complex issues.
2. Used G-suite to create scheduling for fellow associates and assign tasks on each given day.
3. Ability to efficiently prioritize and raise customer issues.
4. Created visuals of upcoming sales to attract new customers

Target

Customer Success Specialist

July 2014 – September 2017

Richmond, VA

1. Took ownership of customer issues through to resolution involving trouble shooting and communicating with team leads.
2. Responded to requests with minimal turnaround time.
3. Ability to work part of a team to achieve individual and team results.
4. Used mathematical and analytical skills to conduct orders for inventory.

Islamic Center of Richmond

Non-profit/Volunteer

June 2014- Current

1. Took ownership of customer issues through to resolution involving trouble shooting and communicating with team leads.
2. Responded to requests with minimal turnaround time.
3. Ability to work part of a team to achieve individual and team results.
4. Used mathematical and analytical skills to conduct orders for inventory.