



OMAR AHMED KAMEL

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OBJECTIVES

Focus on the goal and work to achieve the best results in a record time

EXPERIENCE

3/2018 - Present

Customer Care - Inbound & Call center

At **Zain Telecommunications Company**

Customer service and problem solving using the company's programs are protected by copyright and can not be mentioned in addition to the Microsoft Office and Outlook programs with the company's correspondence

3/2010 - 1/2017

Libraries business and secretary tasks

At **Several libraries**

Writing, printing and coordinating research and university reports In addition to the rest of the office work such as logo shops and companies and modify the images etc

4/2010 - 4/2018

Sale and maintenance of computers and phones (SOFTWARE)

At **several center's**

4/2019 - 4/2019

Organizational Needs Assessment Exam & Certificate

At **Zain iq**

4/2019 - 4/2019

Management, booking and ticketing

At **Al zaytun Company**

i worked Flight programs (Galello & A2A) and i have certificate from the company

QUALIFICATIONS

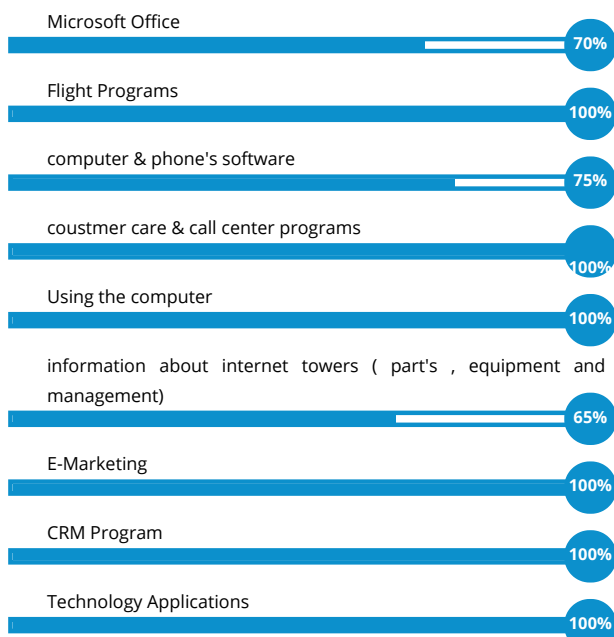
11/2014 - 7/2018

Bachelor's of Computer Engineering

From **Al maamoun University College**

SKILLS

Technical Skills



Management Skills

- ☒ Quick learner
- ☒ Precession in timing
- ☒ Information Seeking
- ☒ Reports generation and analysis
- ☒ Analytical skills
- ☒ Problem Solving and Creativity
- ☒ Initiative
- ☒ Excellent attitude
- ☒ Work long hours
- ☒ Focus
- ☒ orient
- ☒ Persuasion
- ☒ Communication skills
- ☒ Collaborative skills
- ☒ Relationship Building
- ☒ Team Management
- ☒ Flexibility
- ☒ Organization
- ☒ Innovation
- ☒ Customer Orientation
- ☒ Serving Customers
- ☒ Visioning and Inspiring
- ☒ Advertising and Marketing
- ☒ Business Modeling

- ✔ Decision Making and Problem Solving
- ✔ Managing Information
- ✔ Performance Management
- ✔ Oral and written communication skills
- ✔ Teamwork and Cooperation
- ✔ Self-development
- ✔ Approachability Timely Decision Making
- ✔ Integrity and Trust
- ✔ Office Administration
- ✔ Excellent presentation skills
- ✔ Excellent reporting skills
- ✔ Negotiation
- ✔ Sales Management
- ✔ Business Acumen
- ✔ enthusiasm for providing excellent support to both internal and external customers
- ✔ Able to work with Headquarter across cultural differences
- ✔ Very organized and able to meet tight deadlines
- ✔ Strong professional relationships with customers at all levels

LANGUAGES

- | | |
|---------------------------|----------------------------------|
| ✔ Arabic
Expert | ✔ English
Intermediate |
|---------------------------|----------------------------------|

INTERESTS

- | | |
|---------------------------|---------------------|
| Computers And Phones | Coustmer Care |
| Social Care | Dubbing and designs |
| Advertising and Marketing | Sales |

PERSONAL INFORMATION

- | | | | |
|-----------------------|-----------|--------------------|------|
| Date Of Birth | 13/8/1995 | Nationality | IRAQ |
| Marital Status | Single | | |

MORE INFORMATION

Request On Demand