



# OMAR EISSA IBRAHIM WAHDAN

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Motivated and ambitious **Computer Science student** at El Shorouk Academy with hands-on experience in **AI model training, IT support, and customer service**. Skilled in programming, data annotation, network troubleshooting, and professional communication.

## EXPERIENCE

JAN 2025 -  
MAR 2025

### CUSTOMER SERVICE REPRESENTATIVE (CALL CENTER AGENT) VODAFONE EGYPT - CAIRO, EGYPT

Handled customer inquiries, billing issues, and technical complaints via inbound/outbound calls.

Maintained customer satisfaction rate above 90% during employment.

AUG 2025 -  
SEP 2025

### IT SUPPORT SPECIALIST (INTERNSHIP) NTI & ITIDA TRAINING PROGRAM - CAIRO, EGYPT

Assisted in troubleshooting network connectivity, hardware, and software issues.  
Documented technical problems and solutions, improving efficiency of IT support processes.

## EDUCATION

SEP 2024 -  
JUN 2028

### EL SHOROUK ACADEMY - FACULTY OF COMPUTER SCIENCE BACHELOR'S DEGREE IN COMPUTER SCIENCE (EXPECTED GRADUATION: 2028)

Currently a 2nd-year student specializing in **Computer Science**.  
Completed academic projects in programming, networking, and research writing.  
Achieved excellent academic performance with strong skills in teamwork and presentations.

## SKILLS

- Strategic Planning
- Decision-Making
- Team Leadership & Management

## ACTIVITIES

Arabic (Native)  
English (Excellent)  
French (Good)