

Omar Id-mhammed

Ottawa, ON

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Professional Summary

Reliable and detail-oriented professional with experience in customer service, administrative support, and community-based environments. Proven ability to manage records, coordinate appointments, handle confidential information, and support clients from diverse backgrounds. Strong organizational skills, effective communication, and the ability to work independently or as part of a team.

Core Skills

- Customer service and front-desk reception
- Administrative support and data entry
- Appointment scheduling and file management
- Confidentiality and information handling
- Task prioritization and time management
- Microsoft Office (Word, Excel, Outlook), Teams, Zoom
- Written and verbal communication

Professional Experience

Community Support Worker (Part-Time)

Social Planning Council of Ottawa — Ottawa, ON

2025 – Present

- Greet clients and respond to service requests in person and remotely.
- Maintain accurate client records and enter data into internal systems.
- Schedule appointments and provide logistical support for programs and workshops.
- Prepare administrative documents, attendance lists, and reports.
- Handle sensitive information with strict confidentiality.
- Collaborate with a multidisciplinary team in a community setting.

Web Developer / User Support (Part-Time)

Ottawa, ON

Aug 2025 – Dec 2025

- Provided remote administrative and technical support to users.
- Managed service requests, email follow-ups, and documentation.
- Organized and updated digital files and online content.

Cashier / Kitchen Assistant (Part-Time)

South Street Burger — Ottawa, ON

Jan 2023 – Aug 2025

- Delivered consistent, high-quality customer service in a fast-paced environment.
- Accurately processed cash and electronic payments using point-of-sale systems.
- Prepared and cooked food items in accordance with safety and quality standards.
- Maintained cleanliness of kitchen, service, and dining areas throughout shifts.
- Responded to customer inquiries and resolved issues professionally.
- Worked collaboratively with team members to ensure efficient daily operations.

IT Assistant Manager

TechCorner — Casablanca, Morocco

Jul 2023 – Dec 2023

- Provided administrative support and coordinated client requests.
- Organized, tracked, and maintained internal records and reports.
- Worked closely with team members in a structured professional environment.

Education

Diploma of College Studies (DEC) — Computer Programming

Collège La Cité

GPA: 3.8 / 4.3

Jan 2024 – Jul 2025

Languages

- French: Fluent
- English: Professional proficiency
- Arabic: Native

Availability

Available on call, seven days a week.

References

Available upon request.