

# Omar Abdallah Abdelhay Abdallah

## Senior Customer service

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## Summary

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Detail-oriented Logistics and Customs Specialist with extensive experience managing end-to-end order processing, international shipping, and customs compliance. Proven expertise in utilizing ERP/TMS systems to monitor shipments, streamline supply chain operations, and optimize route planning. Adept at preparing accurate customs documentation, coordinating with carriers, customs brokers, and regulatory agencies, and ensuring timely clearance of goods. Strong problem-solving skills with a track record of implementing process improvements, conducting audits, and training teams on evolving customs regulations to enhance overall operational efficiency and customer satisfaction.

## Education

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### Alexandria University

Bachelor of Business Administration

Egypt

09/2012- 06/2016

## Experience

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### MISR TECHNOLOGY SERVICES (NAFEZA)

#### Senior Customer Service

06/2023 - Present

- **Regulatory Collaboration:** Liaised with governmental bodies and customs authorities to support national initiatives for electronic trade facilitation.
- **Technology Integration:** Supported the rollout and continuous improvement of advanced platforms—including the NAFEZA system and blockchain-based document transfer solutions—to enhance service efficiency. Reported
- **Team Leadership:** Mentored team members on best practices and new technologies, ensuring ongoing professional development and adherence to service standards.
- **Operational Excellence:** Led initiatives to optimize customer service workflows by analyzing key performance indicators and implementing data-driven process improvements.

#### Customer Service Agent

08/2020 - 06/2023

- **Documentation & Liaison:** Prepared essential documentation for customs inspections and maintained accurate records of customer interactions for process enhancements.
- **Customer Interaction:** Delivered high-quality support via telephone and face-to-face interactions, assisting users with navigating the NAFEZA platform and related digital services.
- **Issue Resolution:** Proactively resolved customer inquiries and technical issues, ensuring adherence to set time limits and regulatory guidelines.

### Blue Sky International Logistics – Alexandria, Egypt

12/2019 - 04/2020

#### Export/Import operation specialist

- Proactively engaged with clients to understand their shipping needs and collaborated directly with shipping lines, negotiation favorable freight rates and contract terms.
- Developed competitive pricing models for international freight shipments by analyzing market trends, carrier rates, and operational costs to maximize profit margins.

### AIRAAI LAW FIRM

#### Customer Service Agent

05/2018 - 12/2019

- **Client Communication:** Managed inbound and outbound calls with professionalism, ensuring that clients received timely and accurate responses to their legal inquiries.
- **Client-Centric Support:** Maintained confidentiality and a high level of professionalism, reinforcing the firm's commitment to delivering reliable and effective customer service.

## **Skills**

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- **Shipping Documentation:** Experience with bills of lading, customs documentation, invoices, and compliance paperwork.
- **Customer Inquiry Handling:** Resolve customer issues and provide real-time updates.
- **Customer Service Excellence:** Exceptional communication and interpersonal skills with a proven ability to resolve complex customer inquiries and provide top-notch support in a high-pressure logistics environment.
- **Customs Liaison:** Coordinated with customs brokers and government agencies to expedite clearance processes and minimize delays.
- **Tariff Classification:** Managed the proper classification of goods for tariff and duty calculations, reducing the risk of penalties.

## **Courses**

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- International freight procedures training for professional
- Supply Chain Management – Alfaisal University
- Supply Chain Logistics – Rutgers University

## **Languages**

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- Arabic: Native
- English: Full Professional Proficiency