



## Omar Mohammed Salah El-Din

### CONTACT



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Wabour El-Meyah , Alexandria



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22 Jan 1996

### Personal Skills

- ◆ Active listening
- ◆ Communication
- ◆ Interpersonal skills
- ◆ Leadership
- ◆ Management skills
- ◆ Problem-solving
- ◆ Time management
- ◆ Transferable skills
- ◆ Effective Commutation
- ◆ Critical Thinking
- ◆ Empathy
- ◆ Willingness to learn
- ◆ Adaptability

### LANGUES

- ✓ Arabic : Mother Tongue
- ✓ English : Excellent

### Personal Profile Statement

A professional individual with excellent organizational and interpersonal skills wishes to secure a position. Ideal candidate for a position requiring drive, initiative and responsibility, Working gives me a lot of skills and experience that I believe make me best suited for the job position that is being offered.

### Work Experience

Sales / Customer service | **Orange Egypt Co.**

Nov 2019 - Aug 2022

- ◆ Prospect and qualify new sales leads
- ◆ Create, plan, and deliver presentations on company products
- ◆ Coordinate with other team members and departments to optimize the sales effort
- ◆ Diagnosing and repairing faults.

Customer Service officer | **vodafone Egypt Co.**

Jan 2019 – Apr 2019

- ◆ Answer Customer Questions
- ◆ Escalate Customer Issues
- ◆ Provide General Customer Support
- ◆ Update Customer Records
- ◆ Assist the Sales Team

Customer Service / Sales | **Aqua Royal Watertreatment**

Jan 2016 – Aug 2018

- ◆ Troubleshooting technical issues.
- ◆ Diagnosing and repairing faults.
- ◆ Upselling for new products.

Data entry and operating | **Speed X Co**

Jan 2016 – Apr 2017

- ◆ Entering customer and account data from source documents within time limits
- ◆ Compiling, verifying accuracy and sorting information to prepare source data for computer entry
- ◆ Reviewing data for deficiencies or errors, correcting any incompatibilities and checking output

### Education

June 2017

- ◆ Faculty of commerce – Alexandria University

### Soft Skills

Web



Word



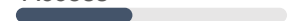
Power Point



Software



Access



Excel



“references available upon request”