

OMAR MAHMOUD

CUSTOMER SERVICE & VA SPECIALIST

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Cairo City, Egypt.

ABOUT ME

Reliable & dedicated seeking a position. Offering great experience, excellent communication skills with good judgment & decisive Skills.

EDUCATION

The higher institute Of Theatrical Arts

Bachelor of Arts - Drama &
Criticism

EXPERIENCE

VA Leaders (Remote)

Home remodeling & renovation industry.

Jan 2023 - Sep 2024

- Handled an average amount of cold calls per day, providing detailed product information and booking inspection appointments, leading to a great improvement in sales.
- Collaborated with the sales team to upsell products during service calls, contributing to increase in monthly sales for our targets.

Rapid Phone Center (Remote)

Dropshipping Email/Chat Support Agent

Feb 2022 - Nov 2022

- Identified and implemented correct & different solutions to client issues first-time around many departments within the established time limits.
- Overcame objections and negotiated payments and helped customers regain or retain current account status.

Teleperformance Egypt

Video Doorbells Technical Support Phone Agent

Mar 2021 - Dec 2021

- Exceeded goals through effective and great work ethic.
- Used coordination and planning skills to achieve results according to schedule.
- 11 daily competition wins, 3 time employee of the month.

EXPERTISE

Soft Skills

Communication Skills

Multitasking

Critical Thinking

Leadership

Remote & Customer support

Logistics support

Customer Experience Specialist

Talabat

Order Follow Up Chat Agent

Jun 2019 - Feb 2021

- Collaborated with team members to achieve target results.
- Maintained energy and enthusiasm in fast-paced environment. (Handling 4 chats at a time)
- Resolved conflicts and negotiated mutually beneficial agreements between parties.

Vodafone UK

Billing Support Phone Agent

2014 - 2017

- Resolved problems, improved operations and provided exceptional service.
- Devoted special professionalism and worked to maintain an outstanding attendance record.
- Used critical thinking to break down problems, evaluate solutions and make decisive decisions.
- Developed to Increase customer satisfaction by resolving any complicated issue.