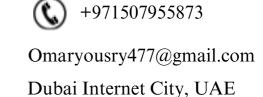
Omar Yousry

Customer Service Representative



About Me

Dedicated and results-driven Customer Service Representative with a proven track record of excellence in providing exceptional support within dynamic and fast-paced environments. Bringing extensive experience from reputable organizations such as Vodafone, Talabat, and the British Council. Adept at cultivating positive customer relationships, resolving issues efficiently, and ensuring a seamless customer experience.

WORK EXPERIENCE

British Council Customer Service Representative

01/2021 to 12/2023

- Engage with customers through various channels to address inquiries and provide information.
- Identify customer issues, troubleshoot problems, and ensure timely resolution for customer satisfaction
- Maintain deep understanding of products and services offered, providing accurate and detailed information

<u>Talabat</u> <u>Customer Service Representative</u>

March 2019 - Dec 2021

- Assist customers in placing orders, tracking deliveries, and resolving issues related to the Talabat platform
- Adress customer complaints including delivery delays, quality concerns, and order dicrepancies.
- Collaborate with restaurant partners to address operational issues and relay customer inquiries

<u>Cairo Bank</u> Teller

Feb 2018 - March 2019

- Handle customer transactions accurately and efficiently.
- Count and verify cash deposits and withdrawals.
- Provide excellent customer service and address inquiries.
- Balance cash drawer at the end of each shift.

Skills:

Customer Engagement
Order Assistance
Billing Support

Issue Resolution
Complaint Handling
Problem Solving

Product Knowledge
Collaboration
Information Accuracy

EDUCATION:

2015 - 2018 Ain Shams University Cairo, Egypt

Bachelor's Degree in Business Administration