

Omar Yousry

Customer Service Representative



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Dubai Internet City, UAE

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

Talabat **Customer Service Representative**

March 2019 - Dec 2021

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

Cairo Bank **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