Omar Abdelwahab

Phone : +201030586545   **Email**: Oabdelwahab224@gmail.com   Location : 6th October - Egypt

Executive Summary :Motivated and adaptable **Business Management graduate** with hands-on experience in **ERP (SAP)**, **customer service**, and **project coordination**. Proven ability to collaborate across departments, streamline operations, and support organizational goals. Proficient in key software tools including **Excel**, **WordPress**, and **Amadeus GDS**, with foundational skills in **front-end development** and **project management methodologies** (Agile, Waterfall). Eager to contribute to dynamic teams in **administration, operations, HR**, or **project support** roles.

Bachelor of Business Management **Helwan University -** 2024

Experience

Freelance WordPress Developer

Self-employed | Jan 2023 – Present

- Designed and maintained responsive, SEO-optimized websites tailored to client needs.
- Implemented key functionalities including product showcases and dynamic content blocks.
- Delivered projects on time while ensuring high levels of user experience and client satisfaction.
- Provided ongoing support, updates, and troubleshooting for website performance and security.

ERP Project Assistant

IGI Holding / Ginza for Construction | feb 2025 – Apr 2025

- Assisted in implementing **SAP ERP** modules for HR and Finance departments.
- Supported documentation, training preparation, and data validation processes.
- Collaborated with internal stakeholders and consultants to ensure smooth rollout.
- Gained firsthand experience with enterprise resource planning in a construction context.

Travel Support Agent

Expedia Group | Nov 2024 – Feb 2025

- Used **Amadeus GDS** to manage flight bookings, itinerary adjustments, and cancellations.
- Delivered client-focused service, resolving travel-related issues promptly.
- Recommended travel options based on client preferences and constraints.

HR Intern – Talent Acquisition

Mid Bank | Jun 2023 – Aug 2023

- Assisted in managing personnel files and administrative HR processes.
- Supported recruitment efforts, screening candidates and organizing documents.
- Handled clerical tasks while maintaining confidentiality and accuracy.

Call Center Agent / SME (Subject Matter Expert)

Concentrix | May 2020 – Aug 2022

- Supervised and guided a team handling **CarTrawler** customer inquiries.
- Resolved escalated issues and complex customer cases, maintaining high satisfaction scores.
- Collaborated with the team to enhance processes and improve call quality.
- Consistently exceeded KPIs including call handling time and FCR (First Call Resolution).

Data Entry Clerk

National Education Network | Jun 2019 – May 2020

- Maintained accurate records while ensuring data confidentiality.
- Supported team workflow through timely and detailed data input.
- Developed keen attention to detail and reliability under deadline pressure.

Certifications

- Foundations of Google Project Management – Dec 2023
- Google Project Initiation: Starting a Successful Project – May 2024
- Google Project Planning: Putting It All Together – May 2024
- Excel Basics for Data Analysis – May 2024
- Meta: Foundations of Front-End Development – Aug 2023
- Meta: Programming with JavaScript – Jul 2023

Skills

Technical Tools & Systems :

- SAP (basic knowledge from ERP implementation)
- Amadeus GDS (used at Expedia)
- WordPress (custom site development & maintenance)
- Microsoft Office Suite (Word, Excel, PowerPoint – proficient)
- HTML, CSS, JavaScript (basic understanding)
- Git & GitHub (introductory level)

Business & Administrative Knowledge :

- HR Support (Talent Acquisition internship)
- Project Coordination (ERP rollout participation)
- Customer Service & Call Handling
- Financial & Managerial Accounting (academic coursework)
- Data Entry & Confidential Document Management

Project Management Knowledge

- Familiar with Waterfall and Agile methodologies
- Basic understanding of DevOps and cloud-based processes
- Completed multiple Google Project Management courses

Core Competencies

- Strong communication & interpersonal skills
- Client service orientation
- Detail-oriented & organized
- Time management & task prioritization
  Team collaboration & adaptability