



# OMAR HAJAR

## CUSTOMER SERVICE REPRESENTATIVE

Hello, I'm Omar Hajar. I'm A Customer Service Agent with more than 3 Years of experience, A Computer Science Student At Lebanese International University. For the Past Couple Years I've been Acquiring a set of skills in Communication, Business to Client Communications, Managing Social Media Page And solving Problems Faced By Clients.

### EDUCATION

Lebanese International University

Computer Science  
2019 - Still

Azm Institute

BT, Information Technology  
2015-2018

### SKILLS

Communicating With Potential and Real Clients.  
Customer relations.  
Time Management.  
Problem Solving  
B To C Communications  
Project Managing  
Patient  
Leadership and Employee Training  
Positive and good speaking Language.

### CONTACT

+961 76180901  
omarhajar322@gmail.com  
Tripoli Abu Samra, Manar Street

### EXPERIENCE

#### AIY Expert Solutions

Junior business Developer  
Feb / 2018- Nov /2018

- Develop a WordPress website.
- Doing Research, Customer Contact.
- Creating ads and confirming sales.
- Utilizing social media tools to gain the most sales.
- Keeping in touch with clients to Ensure there satisfaction and offer Maintenance Service.

#### Ishtari.com

Customer Service Agent  
Feb 2020 - Still

- Answering Clients Requests.
- Providing Product Manual use to our clients when needed.
- Answering Clients Complaints, and Looking To offer the best Solutions available to ensure Clients Satisfaction
- Contacting Delivery Companies, To ensure Delivering orders within a timely manner.
- Working with the accountants to ensure payments, Refunds, Returns, Stock Returns and Completed orders

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Tripoli, Abu Samra, Manar Street.  
Omarhajar322@gmail.com

August 22, 2022

Azm Institute  
Lebanese International University  
Tripoli, Abu Samra, Manar Street.  
Omarhajar322@gmail.com

To Whom it may Concern, My Name is Omar Hajar, I'm 22 Years Old, Studying Computer Science Major At Lebanese, With a BT in Information Technology.

For the Last 3 years, I've Been Working At Ishtari.com as a Customer Service Agent, For the First year, I started as Customer Sales agent, My main task was to help our Potential Clients and Ensure to close the Deal, and Confirm the order.

After that, with the start of the 2021 Year, i Was Transferred from a Customer Sales Agent into a Complaints Customer Support Agent, My Main task was To Answer Clients Requests, Answering Clients Complaints, Researching the Clients Case " Issue Faced, Given Information, Client's Profile " and providing Them with the Best Solution that fits with our Policies and trying My best to ensure their satisfaction.

For the late part, I My Tasks increased to helping Our Accountants in Ensuring payments, Refunds, Returns, Stock Returns, Delivery Costs.

I Believe I'm Right for this Opening, As i Have for the last couple of years acquiring the needed Set of skills to be Successful in My Career, I believe in Fast Learning, And i Believe that I'm a Fast learner. I'm the type of Guy that would do anything be successful.

Thank you for giving me your time, and i really hope to hear back from you. Looking Forward to do so.

Yours sincerely,



**Omar Hajar**