

# Omar Muhammed Badr

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## PROFILE

**Highly motivated WordPress Developer** with **2 years** of experience in designing, developing, and optimizing custom websites. Proficient in **WordPress themes and plugins development, HTML, CSS, JavaScript,** with a strong focus on creating **responsive, user-friendly, and high-performing web solutions**. Passionate about transforming client visions into engaging digital experiences.

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**Highly dedicated Customer Service Professional** with **4 years** of experience in delivering exceptional support and building strong customer relationships. Proven ability to resolve inquiries efficiently, manage challenging situations with empathy, and consistently exceed customer satisfaction targets. Passionate about creating positive experiences and fostering loyalty.

## WORK EXPERIENCE

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|-------------------|--|
| 01/2019 – 09/2019 | <b>Sales agent &amp; Team leader</b> , Telecom Egypt (WE)<br>Customer service through the branch, in addition to trying to sell phone lines. Leading the team to improve team performance, correct selling methods, and meeting customer needs.  |
| 02/2020 – 10/2021 | <b>Sales agent</b> , Quattro (Capiter for food products)<br>Trying to sell food products to customers at wholesale and retail prices.  |
| 04/2022 – 08/2022 | <b>CS Representative</b> , Quattro (Founders for real estate Investments)  |
| 08/2021 – 03/2022 | <b>CS Representative &amp; Order Taker</b> , Quattro (Dodz Restaurant)<br>Taking orders and Complaints from the clients via phone calls.   |
| 02/2023 – 06/2023 | <b>Sales agent</b> , Trust (Regenix for cosmetics)<br>Sell skin care and treatment products by calling the customer and displaying the products and their features.  |
| 06/2023 – present | <b>Web Developer</b> , Teya Travel (Travel agency)<br>Wordpress  |
| 10/2023 – 12/2023 | <b>Mobile application developer</b> , El Nozom <ul style="list-style-type: none"><li>• Dart</li><li>• Flutter</li></ul>  |
| 01/2024 – 03/2024 | <b>CS Representative</b> , Rosto Restaurant<br>Taking complaints and orders form the clients via phone calls.  |
| 01/2024 – present | <b>Web Developer</b> , Utopia Travel (Travel agency)<br>Wordpress  |
| 10/2024 – 04/2025 | <b>CS Representative</b> , Noon<br>A leading online retail platform. Provided exceptional customer service by assisting customers with app usage, resolving inquiries, and addressing complaints. Successfully managed a high volume of customer interactions, ensuring timely and accurate resolutions. |

## EDUCATION

Zamalek, Cairo	<b>Faculty of commerce and business administration Helwan University,</b> Bachelor of Commerce UNDERGRAD ( GAP YEAR )
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## SKILLS

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|----------------------------------|--------------------------------|-------------------------|
| • Leadership                     | • Fast learner                 | • Critical thinking     |
| • Time management                | • Oral & written communication | • Flexibility           |
| • Teamwork                       | • Project management           | • Strong decision maker |
| • Complex problem solver         | • Adaptability                 | • Innovative            |
| • Ability to work under pressure | • Service-focused              | • MS Office proficiency |

## LANGUAGES

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**Arabic**  
Native

**English**  
B1

## INTERESTS

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|---------------------|---------------|--------------------|
| • Watching football | • Traveling   | • Playing Football |
| • Reading           | • Working out |                    |

## PROJECTS

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|-------------------|---|
| 06/2023 – 2024    | <b>Teya Travel Website</b> , teyatours.net<br>Designed and developed a user-friendly <b>WordPress</b> website for Teya Travel Company, enhancing their online presence and streamlining the booking process for customers. Features include intuitive navigation, responsive design for all devices, and an engaging visual experience to inspire travel.   |
| 01/2024 – present | <b>Utopia Travel Website</b> , utopainternational.net<br>This project involved custom theme development and plugin integration to create a robust and scalable platform. Key functionalities include advanced search filters for destinations, dynamic package display, secure contact forms, and a seamless mobile experience. The site is optimized for performance and SEO to maximize online reach and conversions.   |
| 01/2025 – present | <b>Clover Wear E-commerce Website</b> , cloverreg.com<br>Developed a dynamic and visually appealing <b>WordPress</b> e-commerce website for Clover Wear, an online clothing brand. The site features a seamless shopping experience, robust product galleries, secure checkout functionalities, and a responsive design to cater to fashion-conscious customers across all devices.   |
| 05/2025 – present | <b>Epix Hub Travel Website</b> , Epixhub.net<br>Developed a comprehensive <b>website</b> for Epix Hub, a tourism company, using <b>WordPress</b> to enhance their online presence and facilitate customer engagement. The project involved creating an intuitive user interface, integrating booking functionalities, and showcasing various travel packages. This work significantly improved their digital marketing efforts and streamlined their service offerings. |