

Omar Al-Kaissi

PERSONAL INFORMATION

- **Date of Birth:** 09/01/1994 - **Marital Status:** Single - **Nationality:** Lebanese
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 - **Phone number:** +961 76 771 206 / +966 50 982 4953
 - **Located in Beirut Currently**
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PROFESSIONAL EXPERIENCE

FREELANCE – Digital Marketing –April 2013 till current

- Manage organization's website
- Optimize content for the website and social networking channels such as Facebook, Twitter, Instagram, Google Plus, etc
- Track the website traffic flow and provide internal reports regularly
- Fix any error in online content and arrange webinars and webcasts
- Attend networking events and product launches.
- Identify new digital marketing trends and ensure that the brand is in front of the industry developments.
- Edit and post content, videos, podcasts, and audio content on online sites.
- Promote company's product and services in the digital space.
- Execute social media efforts to improve KPIs, likes, shares, tweets, etc.
- Creating and executing SMS, and email-based marketing campaigns.

Golden Group – Jeddah, Saudi Arab – IT Manager –June 2018 till June 2019

- Running regular checks on network and data security
- Identifying and acting on opportunities to improve and update software and systems
- Developing and implementing IT policy and best practice guides for the organization
- Designing training programs and workshops for staff
- Conducting regular system audits
- Running and sharing regular operation system reports with senior staff
- Overseeing and determining timeframes for major IT projects including system updates, upgrades, migrations and outages
- Managing and reporting on allocation of IT budget
- Providing direction for IT team members
- Identifying opportunities for team training and skills advancement

Al-Graphy Company – Jeddah, Saudi Arab – IT Specialist –June 2017 till June 2018

- Assess infrastructure on a regular basis to ensure it continues to meet necessary demands
- Manage daily operations of the IT department
- Develop new strategies and IT procedures to increase efficiency, enhance workflow and improve customer satisfaction
- Coordinate the needs of in-house IT experts and remote employees, vendors and contractors
- Protect customer data from outside infiltration through encryption, secure data storage and other necessary means

- Assist with the installation of new hardware and software and help train employees on its use
- Manage and oversee departmental quotas
- Offer suggestions for possible upgrades and changes within the IT department

Coffee Culture – Jeddah, Saudi Arab - IT and Reporting Officer –June 2017 till December 2017

- Serving existing accounts, and establishing new accounts by planning and organizing daily work schedule to call on existing or potential sales outlets
- Adjusting content of social media presentations by studying the type of the costumers.
- Focusing IT efforts by improving the website, and social media posts.
- Keeping management informed by submitting activity and results reports, such as daily call reports, weekly work plans, and monthly analysis.

Union of Relief and Developmental Associations- PR and Marketing coordinator –June 2015 till June 2017

- Designing and executing strategic marketing initiatives alongside outreach to media outlets in order to increase participation rates and for the organizations work to gain recognition.
- Managing social media channels and outreach, developing and implementing marketing materials
- Making sure the servers are working properly and covering hardware and software maintenance for computers, laptops, and phones in the organization

Malaysian Governmental Project, “Project Manager”– Full time Job – December 2016 till March 2017

- Coordinating all project steps
- being 24\7 with the Malaysian Governmental Delegation: visiting Syrian refugees camps, physiological social support for kids and widows, and doing women empowerment sessions for widows
- taking off all financial issues that is related to the project
- monitoring the progress of building physiological social support center and football court
- evaluating and reporting step by step to the governmental delegation

Sukkar Elevator Association - Salesman- Part time Job – March 2013 to September 2014

- Advise customers by providing information on products.
- Help customer make selections by building customer confidence; offering suggestions and opinions, and prepare the contract draft, to be reviewed by the manager.

Fakhani Supermarket - Branch Manager– March 2011 –June 2015

- Responsible for ensuring high gross profit, proper inventory management, store activities
- Responsible for achieving greater sales
- Plans and prepares work schedules and assigns employees to specific duties.
- Ensure all reports, such as purchase, inventory and sales, are accurate and timely available.
- Orders goods or prepares requisitions to replenish goods on hand.
- Monitor and verify vendor activity in store.

- Ensure all store employees are trained properly through continuously training workshops
- Coordinates sales promotion activities.
- Supervise employees in sales, taking of inventories, reconciling cash.
- Perform banking functions such as cash counting and deposit.
- Inventory control-record all purchases at retail and compare to physical counts.
- Perform all shift duties as required.

EDUCATION

- A.O.U (Arab Open University), Major ITC (Information Technology and Computing)

QUALIFICATIONS

- Five and Plus experience in sales, and customer service management.
- Four and plus experience in IT field(audit, specialist, support, manager)
- Experience in an environment requiring multi-tasking and reprioritizing.
- Experience in improving customer service, teaching customers about products, improving inventory system efficiency.
- Experience in dealing with employees, employees' salaries, and job handling.
- Computer literacy (Word, Excel, QuickBooks).
- Experience in PR and marketing.

Other Experience:

- Phone maintenance - Computer Literacy (Microsoft, etc...) - Social media marketing - Ambulance diver (Volunteer)

Hobbies:

- Kick Boxing – Horse Riding – Archery – Football – Sports in general

Languages:

Written and spoken: Fluent in English and Arabic – Beginner in Turkish and Malay