

# Hello I'm Omar Ismail !

Saida, Lebanon

iomar9548@icloud.com

[www.linkedin.com/in/omar-ismail-0298582a0](https://www.linkedin.com/in/omar-ismail-0298582a0)

## Skills

Customer Experience Management, Customer Relationship Management (CRM), Social Media Marketing, Graphic Design, Brand Building, Visual Communication, Team Leadership, Sales, Communication, Problem-Solving, Time Management, Arabic (Native), English (Fluent).

## Experience

December 2024 - Present

### *Freelance Graphic Designer*

- Provided freelance graphic design services to multiple local Lebanese restaurants and coffee shops, creating visually engaging content that enhanced their brand identity and online presence.
- Designed a variety of marketing materials, including social media posts, stories, banners, menus, and flyers.
- Collaborated closely with clients to understand their brand identity, target audience, and marketing objectives.

January 2024 - October 2024

### **Drop by Ghassan Naffaa** - *Team Supervisor*

- Led and mentored a team of 5 baristas, ensuring exceptional customer service and efficient daily operations.
- Coordinated daily activities, maintained high quality standards, and implemented strategies to enhance customer experience, resulting in a 10% increase in customer satisfaction scores within the first two months.
- Trained 3 new staff members on beverage preparation, customer service protocols, and company policies.

February 2023 - December 2023

### **English VIP Center (United States - Remote)** - *Sales & Customer Representative*

- Contacted potential and existing customers, generating 15 new leads per week on average.
- Answered customer questions and resolved inquiries effectively.

- Maintained accurate customer records in the database.
- Handled customer grievances to preserve the company's reputation.

June 2021 - January 2023

### **Al Romanista Football Academy and GCC Clients** - *Part-Time Copywriter*

- Developed compelling Arabic content for Romanista Football Academy and other Saudi clients, encompassing website copy, social media posts, and marketing materials.
- Adapted writing style and tone to effectively communicate brand messaging and resonate with diverse target audiences across various platforms.
- Partnered with clients to understand their content needs and deliver high-quality, error-free copy that exceeded expectations.

## **Education**

### **CIS College-** *BT3 in Accounting*

October 2024 - June 2026 (expected)

### **Lebanese International University** - *Bachelor of Arts in Graphic Design*

## **Certifications**

- CCXP (Certified Customer Experience Professional)
- Fundamentals of Graphic Design (Coursera)