

OMAR BALHAWAN

Client Solutions & Operations Consultant

ABOUT ME

Dynamic and results-driven professional with a strong background in client relations and business operations. Leveraging a 'customer-first' philosophy and technical proficiency in CRM reporting and office management systems, I aim to transition into a Media Account Consultant role. My goal is to utilize my persuasive communication skills and experience with database navigation to drive client success and streamline operational workflows within platforms like Salesforce, Oracle, and Microsoft Dynamics NAV.

EDUCATION

BP in Hospitality Management

Rafik Al Hariri's Vocational School
2024 - Present

SOFT SKILLS

CRM Systems (Salesforce & Freshworks)

Oracle Database System

Microsoft Dynamics Nav

Microsoft Word, Excel & PowerPoint

Adobe Illustrator & Photoshop

HARD SKILLS

Management Skills

Digital Marketing

Customer Service

Communication Skills

Team Collaboration

LANGUAGE

• English

• Arabic

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Beirut, Lebanon

EXPERIENCE

Media Account Consultant

January 2026 - Ongoing

Smart Source (Yellow Pages Project)

- Acted as a strategic advisor for business owners, transitioning traditional businesses into the digital marketplace by selling and implementing comprehensive media solutions. This role combined high-level consultative sales with technical account management.

Senior Waiter

June 2023 - December 2025

Roadster Diner

- Promoted from Runner to Senior Waiter, balancing high-standard guest relations with administrative office operations in a fast-paced environment. I oversee workforce management and employee records via the LOGOS system (Time & Attendance) while managing technical incident reporting through CRM software. My role involves coordinating supply chain procurement and inventory ordering alongside ensuring seamless floor operations, precision order entry, and team coordination to maintain peak service efficiency.

Cash/Phone Operator

February 2023 - June 2023

Urban Market

- As a cash register employee my main task was to make sure of customers paying for only what they got and to manage the register all while greeting customers at the door as for the role of an operator my job was to answer calls professionally and make sure customers get what they want

Salesclerk

2016- 2017

Gemilik Lokumcuso - Bursa, Turkey

- As a salesclerk my key objective was to persuade customers and convince them to buy our product while keeping my whole section clean and tidied up to host more customers

REFERENCES

Rayyan Jaber

Assistant Restaurant Manager
at Roadster Diner

Email: xxx@gmail.com