

# Omar Hassan

## Business Operations Specialist

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### PROFESSIONAL SUMMARY

Business Operations Specialist with 3+ years of experience streamlining workflows, optimizing internal processes, and enhancing team productivity. Proven record in documentation, performance reporting, and client coordination, with consistent results in reducing operational inefficiencies and driving measurable business improvements.

### WORK EXPERIENCE

#### Business Operations Assistant

Jan 2023 – Present

Nova Solutions — Cairo, Egypt

- Streamlined daily operations and cross-functional coordination across sales, support, and management teams, reducing handoff delays.
- Developed weekly performance reports tracking team KPIs, client requests, and project milestones, enabling data-driven decisions for senior management.
- Redesigned the internal documentation process, eliminating redundant communication and recovering an estimated 5+ hours of team time per week.

#### Administrative Coordinator

Jun 2021 – Dec 2022

Bright Services — Cairo, Egypt

- Managed scheduling, document control, and internal communications for a 12-member team, ensuring consistent day-to-day operations.
- Built structured spreadsheet systems to track client data, invoices, and service requests, improving data accuracy and team accessibility.
- Reduced client response time by maintaining centralized, up-to-date records and supporting preparation of reports and meeting summaries.

### EDUCATION

#### Bachelor of Business Administration

2017 – 2021

Cairo University — Cairo, Egypt

#### SKILLS

- Business Operations
- Client Communication
- Data Organization
- Problem Solving
- Workflow Coordination
- Report Writing
- Time Management
- Team Collaboration

#### TOOLS

- Microsoft Word
- Microsoft Excel
- Google Sheets
- Google Docs
- PowerPoint
- Trello
- Notion

#### CERTIFICATIONS

- Business Communication Certificate
- Microsoft Excel Basics
- Project Management Fundamentals

#### LANGUAGES

Arabic — Native      English — Good