OH

Omar Hassan

BUSINESS OPERATIONS SPECIALIST

CONTACT

Cairo, Egypt
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SKILLS

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

TOOLS

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

LANGUAGES

Arabic
Native

English
Good

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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 — consistently reducing operational inefficiencies and driving measurable business improvements.

WORK EXPERIENCE

Business Operations Assistant

Jan 2023 – Present

Nova Solutions — Cairo, Egypt

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

Administrative Coordinator

Jun 2021 – Dec 2022

Bright Services — Cairo, Egypt

- Managed scheduling, document control, and 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 accuracy and accessibility.
- Reduced client response time by maintaining centralized, up-to-date records and supporting reports and meeting summaries.

EDUCATION

Bachelor of Business Administration

2017 – 2021

Cairo University — Cairo, Egypt

CERTIFICATIONS

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