

# Hitham Kamal

Customer Service Representative

**Phone:** +96894662561

**Email:** hithamkamal0@gmail.com

**Location:** Oman

**Date of Birth :** 31 Jan 1989

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## Professional Profile

Experienced and results-driven professional with 11+ years in customer service, sales, accounting, and application support within banking and software sectors. Adept at system implementation, client relationship management, and cross-functional collaboration in multinational environments across Egypt and the MENA region. Proven ability to deliver operational excellence and enhance customer satisfaction

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## CAREER OBJECTIVE

To obtain a challenging position in customer service or application support, where I can apply my technical expertise, problem-solving skills, and client-facing experience to support business goals and customer satisfaction

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## PROFESSIONAL EXPERIENCE

### Customer Service Representative

#### OSN – Cairo, Egypt

##### Dec 2023 – Present

- Deliver comprehensive customer support and resolve inquiries efficiently
- Troubleshoot technical issues and provide service upgrades
- Handle billing, account updates, and dispute resolution
- Maintain high levels of customer satisfaction through proactive communication

### Application Support Specialist

#### Abu Dhabi Islamic Bank (ADIB) – Abu Dhabi, UAE

##### Oct 2015 – Sep 2023

- Led end-to-end implementation of banking software across branches
- Provided post-deployment training and technical support to staff in UAE
- Facilitated system migrations and minimized downtime during transitions
- Analyzed system issues, reported bugs, and ensured high availability

### Foreign Currency Teller

#### UAEXCHANGE LLC – Abu Dhabi, UAE

##### Oct 2013 – Oct 2015

- Executed currency exchanges, transfers, and cash transactions
- Ensured compliance with AML policies and financial regulations
- Delivered excellent service and promoted financial products to customers

### Accountant

#### Future Vision Advertising – Dubai, UAE

##### Jan 2009 – Sep 2010

- Prepared financial statements, balanced ledgers, and managed receivables
- Collaborated with finance teams on monthly and annual reporting

### Customer Service & Relationship Officer

#### Etisalat – Cairo, Egypt

##### Feb 2008 – Jan 2009

- Resolved client issues and escalations effectively
- Exceeded sales and service targets through strong customer engagement

## **Education**

### **Bachelor's Degree in Commerce**

- Ain Shams University – Cairo, Egypt
  - 2008
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## **Certifications**

- Anti-Money Laundering (AML)
  - Customer Service (ADIB)
  - Teller Operations (ADIB)
  - Cross-Selling Techniques (ADIB)
  - Data analysis using excel and power BI
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## **Technical Skills**

- Application Support & Troubleshooting
  - System Implementation & Migration
  - CRM & Financial Software (Peachtree, Banking Systems)
  - Microsoft Office Suite (Word, Excel, PowerPoint)
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## **Personal Skills**

- Customer Relationship Management
  - Problem Solving & Analytical Thinking
  - Time Management
  - Team Collaboration & Leadership
  - Cross-Selling & Upselling
  - Communication & Negotiation
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## **Languages**

- Arabic: Native
- English: Fluent