

PROFESSIONAL EXPERIENCE

Lynks.Co

Senior Customer service representative

Jun 2022 – Dec 2023 | Alexandria, Egypt

- Support front line agents and the different communication channels.
- Take over the follow up requests and the escalation requests.
- Align with the shipping agencies with prioritizing the shipments.
- Compensate and manage the exceptional cases.
- Assure the support needed in knowledge and skills with training team.

Lynks Co

Customer service representative

Sep 2020 – May 2022 | Alexandria, Egypt

- Handling customers inbound calls, emails and chats.
- Aligning with the internal teams for logistics, finance and sales.
- Assisting customers during their shopping experience.
- Following up with the needed updates and confirmation from the customers related to their accounts and orders.
- Assuring the orders processing and delivery status with the logistics and shipping parties.

Global Logistics Solutions

Customer service Representative

May 2017 – Jun 2019 | Alexandria, Egypt

- Respond to customer inquiries via phone, email, or online chat.
- Provide information about services, rates, and delivery timelines.
- Address and resolve customer concerns or issues related to shipments, delays, or damages.
- Update customers on any changes or unexpected issues that may impact their shipments.
- Collect feedback from customers on their experience with the logistics services.

Campfire tourism company

Operation officer

Oct 2015 – Apr 2017 | Giza, Egypt

- Manage the logistics of travel arrangements, including transportation, accommodation, and activities.
- Schedule and assign tasks to operational teams to meet business needs.
- Implement safety protocols and emergency response plans.
- Maintain accurate records of operational activities.

Osama Farghaly Radwan



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📅 Dec 25, 1991 🇪🇬 Egyptian

EDUCATION

Bachelor of laws

Graduated from Faculty of Laws Arabic department - Alexandria University
Alexandria, Egypt

SKILLS

Contract drafting

Communication skills

Microsoft office

Technical

Benefits Negotiation

Problem solving

Public speaking

Flexabilty

Multicultural Team Collaboration

LANGUAGES

Arabic | English