

Omar Makboul

Summary

Organized, systems-driven assistant with real estate sales, customer support, and workflow automation experience. Skilled at calls, scheduling, and content support in fast-paced, remote environments. Seeking a long-term role supporting a real estate entrepreneur's operations and growth.

Experience

Markdown | Remote

Real Estate Virtual Assistant | 07/2024 - 03/2025

- Generated highest monthly lead volume through strategic cold calling and list mining.
- Created new scripts improving call-to-appointment conversion rates.
- Managed follow-ups and nurtured leads to build strong client relationships.
- Tools: Readymode, Vulcan7, Zillow, Redfin, CRM pipelines.

Vodafone UK | Cairo

Customer Care Agent | 01/2024 - 06/2024

- Resolved 90% of issues on first call; maintained 95% customer satisfaction.
- Consistently exceeded sales targets by 20%+.
- Consistently improved communication and problem-solving skills.

Skills

Real Estate & CRM: Readymode, Vulcan7, Zillow, Lead Nurturing, Communication & Leadership, AI & Automation

Education

BDI (Business Development Institute) | Cairo

Business Development

Key topics: Market research, partnerships, AI for business, ecosystem management

British University in Egypt | Cairo

Computer Engineering