

# AYMAN ABDALLAH INDUSTRIAL ENGINEER

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 Beirut, Lebanon

 Male

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## Profile

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Dynamic professional with a proven track record at Teleperformance, excelling in customer service and technical support. Proficient in Microsoft Office and CRM tools, with exceptional troubleshooting abilities and soft skills. Recognized for enhancing customer retention through outstanding service. Expert in digital payment platforms, showcasing significant achievements in performance metrics. Eager to apply analytical prowess and strategic insight to enhance Kanz's data integrity and consistency.

## Professional Experience

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2025/03 – 2025/09

Istanbul, Turkey

### Quality Specialist

*Teleperformance (Qi Card Project)* 

- Monitored and evaluated inbound/outbound calls, chats, and emails to ensure compliance with company standards, client requirements, and quality KPIs.
- Delivered constructive feedback and coaching to call center agents, improving communication skills, accuracy, and customer satisfaction.
- Prepared and analyzed quality reports, highlighting recurring issues and performance.

2024/09 – 2025/03

Istanbul, Turkey

### Call Center Representative

*Teleperformance* 

- Delivered excellent customer service to Qi Card customers, handling queries about salary disbursements, pension payments, and other financial services.
- Resolved technical difficulties such as smart card activation, ATM transactions, and biometric authentication problems.
- Educated customers on Qi Card services, including secure online payments and loan applications.

2024

Istanbul, Turkey

### Sales Representative

*Neo Group*

- Promoted new products to target audiences.
- Collaborated with marketing and logistics teams to ensure timely delivery of products.
- Addressed product-related issues with technical teams.

2023

Beirut, Lebanon

### Production and Quality engineer(Internship)

*Tahan Engineering Trading & contracting Ltd ( TETCO )*

#### INTERNSHIP

- Responsible for stating all the design factors such as the design metal temperature, maximum design temperature, and seismic factors.
- Test welding joints using Visual testing ( VT ) and penetrant.
- Prepare the program for the CNC machine.

2022

Istanbul, Turkey

### Finance Intern

*EXVORA DANIŞMANLIK VE DIS TIC LTD ST*

- Managed EXVORA's relationship with partner organizations, developing strategies and action plans to enhance collaboration and performance.
- Prepared trial balance sheets for the current year, ensuring accuracy and compliance with financial standards.
- Analyzed various financial plans, evaluating the company's present financial performance and identifying areas for improvement.

## Education

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2020 – 2024

Istanbul, Turkey

**Bachelor of Industrial Engineering**

*Istanbul Aydin University*

**Completed Course in Major:**

Production Planning and Control, Financial Accounting, Quality Management, Supply Chain Management, 6 Sigma, Project Management, And other industrial courses.

**Design Projects:**

- completed an FYP at Finding Potential Locations For Electric Vehicle Charging Stations In the Asian Side of Istanbul

## Skills

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**Microsoft Office**

( Excel, Word, PowerPoint...etc )

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**AUTOCAD**

● ● ● ● ●

**ARENA**

● ● ● ● ●

**LINGO**

● ● ● ● ●

**Teamwork**

● ● ● ● ●

**Time Management**

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## Languages

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• Arabic

• English

• Turkish

## Awards

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Recognized by supervisors for exceptional performance, including meeting or exceeding key performance indicators (KPIs) such as average handling time (AHT) and call quality.

## References

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**Wissam Abdulazizz**, Senior Engineer, Concern Worldwide

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**Fadia Hammami**, Operations Manager, Teleperformance

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