



Muhammad Otah Bashi

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EDUCATION & CERTIFICATIONS

B.Sc. Health Informatics **10.2024 - Present**
Deggendorf Institute of Technology, Pfarrkirchen.

B.Sc. Computer Techniques **09.2014 - 07.2016**
Damascus University, Faculty of Applied Sciences, Damascus, Syria.

PROFESSIONAL EXPERIENCE

Teleperformance, Istanbul/ Turkiye **04.2020 - 09.2024**
Training Specialist

- Identified skill gaps, and developed customized training programs
- Facilitated training sessions using diverse methods
- Delivered one-on-one coaching and mentoring
- Prepared and presented reports on training program effectiveness

Dayanica, Istanbul/ Turkiye **03.2018 - 01.2020**
Salesman

- Promoted clinic services to potential patients
- Addressed patient concerns and highlighted clinic benefits
- Streamlined reservation process, reducing lead conversion time and boosting satisfaction
- Built rapport with prospective patients, enhancing trust and contributing to operational growth

NVSSoft, Dubai/ UAE **07.2016 - 03.2018**
Software Tester and Technical Support

- Conducted tests to ensure software quality, usability, and compatibility
- Collaborated with teams to clarify requirements and provide feedback on functionality
- Diagnosed and resolved technical issues to ensure customer satisfaction

EXTRACURRICULAR ACTIVITIES

Volunteer, RBC's Team **10.2014 - 07.2016**
Damascus University, Faculty of Applied Sciences, Damascus, Syria.

SKILLS AND LANGUAGES

- Skills:** MS Office, HTML, CSS: Very good
JS, React, C#, Python: Good
- Languages:** Arabic: Mother tongue
English: Fluent
Turkish: Upper Intermediate
German: Beginner

Date: 02.10.2024

Signature: