

HAKAN ERMIS

Customer support/experience and project management professional having experience over 5 years bringing strong technical, analytical and leading skills. My main passion is to give my operational and technical knowledge while creating processes, flows, backoffices, CSM modules and team plan everywhere I participate. People always recognize me as a colleague who takes more responsibilities and access than a regular position takes, to be ensure that my workplace and abilities should meet customers' demands and organizational needs. I am a quick learner and never be saturated with the new journeys and experience

Experience

TURKISH AIRLINES HOLIDAYS & ERKA (Tourism/Technology)

- **OPERATIONAL EXCELLENCE MANAGER** | Istanbul & Baku | 07/2023 -
 - Optimize resources and improve customer satisfaction. Collaborate with various departments. Monitor key performance indicators.
 - Train and coach employees. Conduct assessments to evaluate the effectiveness.
- **OPERATIONS TEAM LEAD** | Istanbul & Baku | 07/2021 - 07/2023
 - Supervise and support team members. Monitor and manage team. Coordinate with other departments to ensure smooth operations and timely completion of tasks.
 - Collaborate with senior management to implement operational strategies. Handle escalated customer issues or complaints, ensuring they are resolved promptly.

AKINON (E-commerce/Technology)

- **PROJECT MANAGER** | Istanbul | 11/2020 - 05/2021
 - Define project scope, goals, and deliverables. Develop project plans, timelines. Identify project resources. Identify and address any issues that may impact project deadlines.
 - Communicate project updates, and issues to stakeholders. Engage with customers and internal teams. Conduct post-project reviews to evaluate project success.

HOTELSPRO - METGLOBAL (Tourism/Technology)

- **OPERATION COORDINATION MANAGER** | Istanbul | 01/2020 - 05/2020
 - Coordinate with different departments, to ensure alignment and collaboration. Collaborate with senior management to develop and implement operational strategies. Develop and implement standard operating procedures to improve operational consistency.
 - Manage operational workflows to optimize efficiency. Identify areas for improvement in operational processes. Provide leadership, guidance to teams and supervisors to ensure high performance and achievement of goals
- **CUSTOMER SUPPORT LEAD** | Istanbul, Cairo, Baku | 05/2019 - 01/2020
 - Supervise and support team members, coaching, and feedback to ensure high performance. Monitor and manage team. Coordinate with other departments to ensure smooth operations and timely completion of tasks.
 - Collaborate with senior management to implement operational strategies to achieve company goals. Handle escalated customer issues or complaints, ensuring they are resolved promptly and to the customer's satisfaction.
- **BUSINESS ANALYST** | Istanbul | 08/2017 - 03/2018
 - Analyzing sales, customer behavior, and market trends to identify insights for business decisions.
 - Identifying and implementing improvements in operational processes to enhance efficiency and customer satisfaction.
- **CUSTOMER SUPPORT SPECIALIST** | Istanbul | 02/2017 - 08/2017
 - Providing prompt and helpful assistance to customers with inquiries, issues, or booking requests.
 - Resolving customer complaints or problems effectively and efficiently to ensure a positive customer experience



Information



+994 51 328 2546



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Knowledge and Abilities

- Team lead
- Sales & customer support
- Customer satisfaction
- Customer experience
- Teamwork
- Problem solving
- Planning
- Project management
- JIRA / Csm modules
- MS Office / Google products

Languages

- Turkish (Native)
- English (Professional)

Education

DOKUZ EYLUL UNIVERSITY IZMIR

Bachelor's Degree Department of International Business and Trade