## 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)

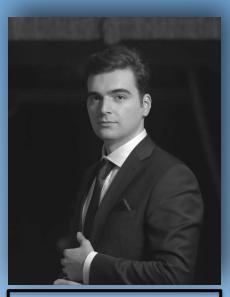
- OPERATIONAL EXCELLENCE MANAGER | Istanbul & Baku | 07/2023 -
  - Optimize resources and improve customer satisfaction. Collaborate with various departments. Monitor key performance indicators.
  - Train and coach employees. Conduct assessments to evaluate the effectiveness.
- OPERATIONS TEAM LEAD | 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



hakanerms@outlook.com

# 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