**Suleyman Mulayim**

188 Cedar Street | Keswick, ON L4P 2J5 | (647) 295-1987 | [suleymanm87@outlook.com](mailto:suleymanm87@outlook.com)

**PROFESSIONAL PROFILE**

* Strong interpersonal, time management and problem-solving skills
* Excellent communication, analytical, written, and organizational skills
* Dynamic communicator with established customer experiences skills who can connect, both verbally and in writing, with different people in a calm, courteous, and effective manner
* Strong proficiency in Microsoft Office (Access, MS Word, Excel, PowerPoint, Outlook) and Internet Explorer

**TECHNICAL SKILLS**

**Programming:** Visual Basic, Pascal, C++, SharePoint, C Programming, MySQL, Linux, CLI, GNU

**User Support**: Team Viewer, Virus Removal, Hardware & Software Maintenance/Installation, Troubleshooting, Raw Data Analysis, Phone and Chat Interactions, JIRA, PureCloud, Power BI, FreshWorks. Salesforce(CRM), Zoom, Slack, or Google Meet

**PROFESSIONAL EXPERIENCE**

**MAY 2023 – PRESENT**

**TEAM LEAD,** TELEPERFORMANCE CA. | GOOGLE

* Deliver business growth, engagement and client satisfaction in inbound operations.
* Train, retain and lead the Account Strategists Team, to ensure improved same-store-growth and

high client satisfaction.

* Lead and coach an inbound sales team and help them engage with the business clients by building and actively managing effective relationships.
* Initiate and run strategic initiatives to further develop the existing sales team & business.
* Prepare weekly/monthly/quarterly business reviews and present to client stakeholders.
* Working with our training and learning teams to support ongoing development and progression

for my assigned team.

* Drive KPIs across direct reports, focusing on productivity and revenue metrics.
* Assist in the ramp of new agents through process, product, and organizational coaching.
* Coach across multiple cohorts of performance and tenure to improve soft skills and

performance to target within assigned team.

* Maintain knowledge base on new product and process releases and keep Google Ads certifications up to date.
* Attend all Train the Trainer Sessions delivered by Google and support rollout through sales teams.
* Incorporate feedback and coaching from training and quality departments into rep development

Plans.

* Use Google dashboards to track, optimize, and represent performance to targets along with

finding opportunities for improvement.

* Maintain team adherence to and understanding of compliance standards.
* Develop and execute weekly, quarterly business plans along with recovery plans when necessary.
* Present dynamic and accountable business reviews on a weekly basis.

**SEPTEMBER 2021 – MAY 2023**

**OPERATIONS SUPERVISOR,** TELEPERFORMANCE CA. | KLARNA INC.

* Provided effective support as a guide, mentor, and leader to develop the team to refine their consultative skills to understand customer needs and tailor unique solutions.
* Evaluated team performance on an on-going basis to identify and effectively coach team members to strive for continuous improvement.
* Leveraged strong communication skills ensuring the team is well informed on new developments as well as policy/procedural updates.
* Gathered feedback from the team members as well as call listening, to identify and raise opportunities that are impacting customers thus allowing for timely resolution.
* Worked with leaders in the US Klarna Inc. to share and gain the best practices.

**DECEMBER 2020 – SEPTEMBER 2021**

**CLIENT ACCOUNT SPECIALIST (CALL CENTRE),** KLARNA INC.

* Assisted Klarna customers in chat channel by answering inquiries on their financial situation and offering solutions that best meet their needs.
* Issued financial refunds to customers unsatisfied with their purchase and offered new solutions to ensure customers felt satisfied with their services.
* Assisted and trained new agents on team by training and offering technical support to ensure smooth operation of services for Klarna customers.
* Supported Samsung customers by answering incoming calls and emails regarding customer’s order, shipping information, and address changes.
* Promoted Samsung promotions and sales to customers to increase company’s sales and revenues.
* This collaborated with nesting groups for additional support and assisted approximately 15 agents to increase productivity.

**AUGUST 2018 – DECEMBER 2020**

**CLIENT ACCOUNT SPECIALIST (CALL CENTRE),** SAMSUNG US.

* Provided exceptional customer service and problem solving by responding to inbound calls.
* Answered customers questions regarding their order status, purchases, and promotional issues.
* Achieved performance goals for call time, accuracy, quality, de-escalation, and customer satisfaction.

Multitasked efficiently using several tools to verify customer information, determining main reason behind orders not delivered.

**SEPTEMBER 2012 – NOVEMBER 2015   
IT SUPPORT DESK,** THE EUROPEAN HOTEL, | CYPRUS

* Received incoming customer calls to resolve IT related problems such as email addresses, password, and account information issues and resolved them in a timely manner to ensure customer satisfaction.
* Maintained and updated website information by following product specifications to ensure smooth system operations.

**SEPTEMBER 2010 – NOVEMBER 2012**

**IT SUPPORT - SALES / OWNER,** POS Direct Systems Ltd, | CYPRUS

* Resolved customers’ IT issues by using Team Viewer to assess the problem in a timely manner.
* Updated company website with new company and product information to increase site traffic.
* Achieved 100% increase in office productivity through excellent management skills.
* Sold Epos system for restaurants and supermarkets online or in person.

**EDUCATION**

**SEPTEMBER 2019 – PRESENT**

**Computer Programming Diploma in Information Technologies**Seneca College, Toronto, Canada, ON

**SEPTEMBER 2004 – FEBRUARY 2007**

**B.Sc. in Information Technologies |** *Eastern Mediterranean University,* Cyprus

**SEPTEMBER 2001 – JULY 2004**

**Computer Programming Diploma |** *Dr. Fazil Kucuk Trade High School,* Cyprus

**CERTIFICATION**

**AUGUST 2022**LEAN SIX SIGMA AND YELLOW BELT CERTIFICATION

JUMP TRAINING COMPLETION