**VEYSEL KARANI BOYBAY**

**99 Hillsdale Avenue West, Toronto, Ontario, M5P 1G4**

**437-688-19-01**

**veysel.boybay@outlook.com**

**HIGHLIGHTS OF QUALIFICATIONS**

* Hardworking, leader, friendly, dependable, collaborative and punctual
* Experienced in service industry environment
* Strong communication skills, written and oral
* Bilingual: Turkish, English

**SKILLS AND EXPERIENCE**

**Sales and Customer Service**

* Ensured clients were greeted with and welcomed with top notch customer service building a rapport, which lead to increase donations made by clients for UNICEF projects
* Guaranteed all clients queries were answered and they were fully educated about UNICEF projects and where their contribution would be used increasing return clients
* Explained the contribution process clearly to make contribution process quick and efficient for clients reducing clients from leaving due to complicated procedures they did not understand

**Problem Solver and Quick Learner**

* Quick learner with the tendency to take initiative to complete tasks
* Demonstrated adaptability by ensuring I quickly assimilated at Redmill Solutions shortly after starting my job
* Ability to identify issues and use problem solving skills and solve issue in optimum way

**Team Player Attitude**

* Demonstrated ability to work well in a team environment and built collaborative relations leading to a good rapport with all employees
* Ensure to identify each team players strong points and utilizing it while playing sports leading to winning competitions and a medal as a team

**Leadership Skills**

* Exhibited leadership skills while working at UNICEF, by ensuring kept team motivated to meet daily targets of reaching outing to the number of people we were assigned
* Selected as captain of whole athletic team due to displaying leadership and team building spirit with the capacity to include everyone
* Ensured I kept progress of team by following success, assessing training reports for further improvement of each player and scheduled meetings to build team cohesiveness

**PROFESSIONAL EXPERIENCE**

**Data Operations Specialist**, Redmill Solutions Co. Turkey 2018

**Fundraiser**, UNICEF. Turkey 2016

**TRAINING AND EDUCATION**

**Service Excellence Certification** (OTEC). Canada 2020

**Barista training for Newcomer Youth with Starbucks**, ACCES Employment. Canada 2020

**Undergraduate Degree, Major in International Relations**, Ege University. Turkey 2017

**Advanced Diploma in Software Engineering Technology**, Centennial College. Canada Ongoing