



Name: Arda Aydin

Birthdate: 07.02.1989

Contact Number: +90 5467176789

Hometown: Kartal/ Istanbul

Driving License: N/A

Academical Information Istanbul Kavram Vocational University
Public Relations and Advertising (2008- 2011)

Languages

- Turkish (Mother Language)
- English (Native)
- Russian

Professional Experiences

Payten/ Technical Account Manager (01.2023/ Continuing)

Payten Payment Gateway& Saas Banking Units

- Project Management
- Product Management
- Technical Support& Consultancy
- Business Development
- Partnership Relations
- Escalation Management
- Planning
- Reporting

Paycore(Mastercard Payment Transaction Services)

- **Project Manager (May 2022- December 2022)**
 - Portfolio management
 - Banking Saas/ On Premise solutions consultancy
 - Change management
 - Core banking system migration management
 - Presales
 - New accounts management
- **Technical Account Manager (February 2021- May 2022)**
 - Delivering the customer to the production environment
 - Training the support units about the functionality of the customer set ups.
 - Planning the customers change requests (software based) and following beginning the scoping section until the feature is live on the production.
 - Business development
 - Billing, compliance and reporting
 - Provide our customers an excellent customer experience in any level of our service that committed by Paycore.

- **Card Operation Specialist (September 2018- February 2021)**

- Core production support in case of breakfix& software development related cases
- Testing
- Reporting
- Compliance negotiations
- Clearing negotiations

Metglobal/ Training and Quality Specialist (September 2017- December 2017)

- Responsible for customer care training and quality functions
- Evaluating call center and operation call records and all emails and taking the necessary actions,
- After evaluations, providing feedback to the management on a daily, weekly and monthly basis,
- To provide effective support for the development of call quality,
- Supporting call center and operation specialists for increasing call quality,
- Monitoring all of our customers services and keep their performance demanding levels,
- Determine new needs for CEM department for Mettask (in house) ticket system and sharing all needs to our software team and all follow ups
- Following reports from the CEM department, requesting new reports from the software team on specific needs,
- Preparing user documents of new processes that are operationally developed within the company and providing user training,
- Providing training for new staff members,
- Identification of new project needs for the CEM department, follow-up's on negotiations and projects in development with the IT teams.

Had to put another period to my professional life between 2017-2018 because of my newborn has needed more care& attention.

Booking.com/ Hotels Coordinator (Seasonal Project) (April 2016/ October 2016)

- Verify that the website has accurate information on hotels and pictures of newly registered hotels.
- Delivering training to new hotels on how to use Booking.com's extranet and rates & availability system.
- Advise hotels regarding their webpages on the Booking.com website and how they can amend data with respect to supply, availability, specials, promotions.
- Providing hotels with information and advice by mail and email, including follow-ups.
- Looking after IT/administrative related tasks.
- In consultation with the Account Managers, provide information support to Booking.com for new hotels.
- Liaise with hotels to ensure information is up to date;
- Check statistics in the control room and follow up.

Hotelspro/ Senior Technical Support Executive (April 2014/ March 2016)

Hotelspro was one of the leader companies in Turkey in Tourism Industry and I was a team member of Turkey region. As a sales support executive, I was responsible of assisting the team leader, business development managers and agency proposals (especially key accounts).

- Account managements
- Managing Amendments, Cancelations and Proposals
- Involving to the on-the-spot problems.
- Bookout's and check in problems.
- Post travel complaints.
- Inbound and outbound transfers.

References:



Nazli Hande Wood · 1.

Senior Service Experience Manager at Visa

22 Eylül 2021, Nazli Hande Wood, Arda AYDIN ile aynı takımda çalıştı

Tüm LinkedIn üyeleri

Açık

I had the pleasure of working with Arda during our time in Booking.com several years ago. Although in different offices, I witnessed her exceptional communication skills that helped her build strong rapport with both internal and external stakeholders continuously. I knew that she was always the heart as well as the brain of the team but she also had the qualities of an assertive individual worker. I'm positive in any endeavours she takes in the future, she'd be an irreplaceable member for her colleagues just as much as she would be for the company.



Bora Ozbayburtlu · 1.

Principal Manager, Product Management at Microsoft

25 Temmuz 2018, Bora Ozbayburtlu, Arda AYDIN ile aynı takımda çalıştı

Tüm LinkedIn üyeleri

Açık

Metglobal' de birlikte çalıştığımız süre boyunca daima yapıcı, çözüm odaklı olan, iletişimini güçlü ve olaylara geniş perspektiften bakan Arda Aydın, daima çalıştığı kurumun başarısı için çaba sarf eden değerli bir çalışma arkadaşımı. Fırsat olur ise tekrar birlikte çalışmaktan keyif alırım.



ÜLKER DURAN · 1.

H.I.S. şirketinde Customer Experience Manager

10 Nisan 2018, ÜLKER DURAN, Arda AYDIN adlı kullanıcayı doğrudan yönetti

Tüm LinkedIn üyeleri

Açık

Arda was my team member in Metglobal. She is a hardworking and solution oriented person. She works for long hours to fix the problems and always prioritize the partner&customer satisfaction. Her most important asset in support operations is her formula regarding the win win relationship. Thanks for keeping up the good business between supply chain and the partners.

**Mustafa Bilal Sertelli** · 1.

Customer Experience / Product

9 Nisan 2018, Mustafa Bilal Sertelli, Arda AYDIN adlı kullanıcıyı doğrudan yönetti

 Tüm LinkedIn üyeleriAçık

Arda is one of the most self-motivated person i have ever worked.

I never saw that she gave up what to do. She is always keen on handling the challanges.

Her most important feature is to deal with the toughest customers successfully.

**BURÇİN BARUÖNÜ** · 1.

Online and offline Sales|Customer Solutions | Sales Support | Online Travel | Online Operations | Product

Development | B2C/B2B Travel | Call Center Operations | Strategy |

9 Nisan 2018, BURÇİN BARUÖNÜ, Arda AYDIN adlı kullanıcıyı doğrudan yönetti

 Tüm LinkedIn üyeleriAçık

Arda is one of the most dedicated person i have worked with . She has commitment , follow the procedures , never hide from responsibility , good with reporting and result oriented . She's never been part of a problem , always seeking for a solution . Can take initiative according to the company policies . Most important is she works from heart .