

Abdullah Kara

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Summary

As a Service Manager at UBS, I have played a vital role in driving process improvements and operational efficiencies. Utilizing the Aris modeling tool and BPMN 2.0 notation, I have created and optimized business process models to analyze and identify areas for enhancement. Working closely with team leads, I have gathered process requirements and collaborated on developing practical solutions. By leveraging my expertise in information technology and management, I have consistently delivered impactful results, improving operational performance and ensuring a seamless user experience.

Experience

UBS | Poland, Wroclaw

Service Manager | 02/2023 - Present

As an Aris Modeler BPMN 2.0 at UBS, I play a key role in driving process improvements and operational efficiencies by analyzing, modeling, and optimizing business processes. My primary responsibilities included:

- Creating process models using the Aris modeling tool, with a focus on BPMN 2.0 notation.
- Collaborating with business stakeholders to gather process requirements and identify improvement opportunities.
- Conducting process analyses to identify bottlenecks, inefficiencies, and areas for improvement.
- Developing process improvement recommendations based on my analyses, and presenting these recommendations to stakeholders.
- Supporting process improvement initiatives by providing subject matter expertise and guidance to project teams.
- Communicating and working closely with IT teams to ensure that process models were accurately translated into system design.
- Ensuring that all process models and related documentation were kept up-to-date and accurately reflected the current state of the business.

UBS | Poland, Wroclaw

Intern | 07/2022 - 01/2023

Accenture | Poland, Krakow

Junior Data Reviewer | 09/2021 - 06/2022

- Reviewing data according to client guidelines
- Working within the agreed timelines, quality, and quantity standards
- Handling, analyzing, and interpreting data in a digital platform for a multinational client according to their business processes and policies with the key goal of improving user experience

Keywords Studios | Poland, Katowice

Player Support Agent | 05/2021 - 08/2021

- Responding to player inquiries via email, chat, and social media in a timely and professional manner.
- Troubleshooting technical issues related to gameplay, account management, and payment processing.
- Investigating and resolving player complaints related to gameplay, customer service, and payment processing.
- Identifying and escalating priority issues to senior support staff as necessary.
- Documenting all player interactions and maintaining accurate records of player issues and resolutions.
- Collaborating with other support agents and stakeholders to identify trends, improve processes, and enhance the overall player experience.

Skills

Process Management, Process Mapping, Project Management, Time management, Documentation Lifecycle

Education

Wroclaw University of Economics and Business | Wroclaw , Poland

Business Management, MBA | 07/2024

University of Wroclaw | Wroclaw, Poland

International Relation and Global Studies | 07/2021

Languages

- English,
- Turkish

Certificates

- EFQM Certified Foundation Training
- Introduction to Finance, Accounting, Modeling and Valuation
- Aris Academy 2024
- Generative AI for Everyone
- Business Analyst & Process Management
- Project Management: Foundations and Initiation