

Ibrahim Bitim

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Professional Summary

Results-driven banking and customer service professional with over five years of experience in branch operations and customer relations. Strong background in supporting daily workflows, guiding teams, and delivering excellent service. Known for building trust with customers, solving problems effectively, and keeping operations running smoothly. Ready to bring strong communication and leadership skills to support Ring Container Technologies' operations team.

Key Skills

- Office & Administrative Operations
- Customer Service Excellence & Client Relationship Management
- Cash Handling, Balancing & Transaction Oversight
- Banking Operations & Account Management
- HR Support & Employee Onboarding
- Payroll & Attendance Tracking
- Recruiting & Talent Pipeline Development
- Financial Reporting & Compliance
- Event & Project Coordination
- ERP / EAM / Workday / Microsoft Excel
- Bilingual: English & Turkish

Professional Experience

Area Branch Manager | CXI Currency Exchange

Dec 2024 – Sep 2025

- Managed daily operations, financial reporting, and staffing across multiple branches.
- Oversaw onboarding, pre-screening, and interview processes for new hires.
- Coordinated compliance documentation, performance reviews, and payroll processes.
- Implemented workflow improvements that increased operational efficiency by 15%.

Store Manager | Boston Memories | Boston, MA

2021 – 2024

- Led store operations for a high-traffic retail location specializing in souvenirs and apparel.
- Increased annual revenue by over 20% through customer engagement and team performance initiatives.
- Managed scheduling, inventory, and financial tracking using Excel and POS systems.

Event Operations Manager | Cultural Projects (Malazgirt Victory & Kuwait Turkish Village)

2020 – 2021

- Directed planning, logistics, and execution of large-scale national and international cultural events.
- Managed vendor contracts, budgets, and on-site teams exceeding 100 staff members.
- Served as primary liaison for government, sponsors, and media relations.

Banking Associate | Financial Institutions (Contract Roles)

2018 – 2020

- Supported customer financial transactions, account management, and compliance documentation.
- Assisted in loan processing, data reporting, and customer service excellence initiatives.
- Strengthened cross-functional collaboration between branch operations and corporate departments.

Education**B.A. in Economics**

Istanbul University