

MOHAMMED AL-SHAIBANI

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SUMMARY

International Relations graduate with high honors, ranked in the top third of my department. Over two years of leadership in student organizations and experience as a TV program researcher. Currently working in customer support at Teleperformance, strengthening my communication, problem-solving, and data analytics skills. Motivated to grow in a dynamic, team-driven role.

WORK EXPERIENCE

Yemeni Student Union - Turkey

- **Activity Director** *Sep 2020 - Sep 2021*
  - Planned and organized **51** events, and Managed a budget of **$30,000**.
  - Coordinated logistics for **20+** events, and Led a team of **9** members.
  - Engaged with **1000+** participants, Built and maintained a community network of **600+** Student.

- **General Secretary** *Sep2022 - Oct2023*
  - Supervised the Executive Body, managed records of 500+ members, and led 16 projects and 30 meetings.
  - Represented the union in private and governmental institutions and developed key policies.
  - Addressed 30+ conflicts and increased Yemeni student enrollment in Karabuk by approximately 37%.

- **Deputy chairman of the Elections Preparatory Committee** *Aug 2023 - Oct 2023*
  - Developed a strategic plan for a 100% successful smooth and transparent election.
  - Resolved six issues and increased voter turnout by 11% and candidates by 37.5%.

Almahriah TV

- **Researcher** *Dec 2023 - Jun 2024*
  - Contributed in the production of 26 episode, and assisted in developing ideas and segments
  - Conducted in-depth research collected data and statistics to support content.
  - Researched potential guests and interviewed subjects, and contacted 11 guests.

Teleperformance

- **Customer Support Specialist** *Oct 2024 - Dec 2025*
  - Delivered expert support via helpdesk and live chat for both standard and High-end customers.
  - Maintained perfect KPIs consistently exceeding performance goals.
  - Acted as a senior reference, mentoring agents, resolving complex cases, and supporting team operations.

EDUCATION

Bachelor of International Relations *Aug 2020- Jul 2024*

Karabuk University **Karabük, Türkiye**

- Cumulative GPA of **3.50/4.00**, and graduated with high honour
- Level in EQF: EQF level **6** | Type of credits: ECTS | Number of credits: **261**

Erasums+ *Oct 2021 - Feb 2022*

Jagiellonian University **Krakow, Poland**

- Student Exchange Program for one semester during Bachelor Degree | Number of credits: **30**

High School *Sep 2013 - Jun 2016*

Alkuwait High school **Sanaa, Yemen**

- Final grade: **90.13%**

SKILLS

• Event planning • Stakeholder communication • Budget tracking • Report w

Digital Skills

- Microsoft Office | Power BI | Reporting | Data Analyzing | Adobe Photoshop | Project Managment | Open Source Intelligence | CRM softwer | Multi-channel support

Organizational Skills

- Fast Learning and Adaptability | Critical Thinking, and Problem Solving | Leadership and Decision Making | Conflict Resolution | Strategic Planning | Time management Communication Social and Emotional Intelligence | Relation Building | Agile practices | Stakeholder communication

LANGUAGES

- **Arabic:** Mother Tongue
- **English:** C2
- **Turkish:** B2

COURSES AND CERTIFICATES

- English Language Diploma | TÖMER/ Turkish Language Diploma | Business Management Visionary Leadership | Consumer Behavior | Critical Thinking | Future Professions Values Education | Demography Problems of Modern World | First Aid | Management and Implementation of Opinion Polls

AWARDS AND ACHIEVEMENTS

Top 3 GPA in the Department of International Relations — *JUN 2024*

- Obtained Bachelor degree with high honors, ranking among the top three in the department.

Third Place in Debate Tournment — *May 2022*

- competing among 16 teams from over 13 nationalities. After advancing through the group stage and quarterfinals, I secured third place overall. *Awarded by Karabük University*

Two times football league champion and best GoalKeeper — *Dec 2019 - Apr 2021*

- Awarded by Yemeni Students Union

Excellence Scholarship Recipient — *Sep 2020*

- Recipient of a Private Scholarship for Excellence. *Awarded by the Universal Group in Yemen*

Karabük Tennis Tournment Champion — *Dec 2019*

- *Awarded by Council of Arab Students Union*

CONFERENCES

Ruyet Conference — *24-25 May 2023*

Al-sadaqa Youth forum Version 1 — *11-12 Apr 2020*

REFERENCES

- **Dr. Osman Yildiz** — *Instructor at Karabük University*

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- **Javed Zafar** — *Instructor at Karabük University*

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