

# ARDA EMIRHAN KINC

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## PROFESSIONAL SUMMARY

Adaptable, bilingual (English & Turkish) Operations & Communications Specialist with an academic background in English Language and Literature, instructional delivery, and digital product execution. Proven ability to coordinate complex workflows, facilitate high-impact stakeholder communication, and resolve operational bottlenecks in fast-paced environments. Bridges operational discipline with advanced digital literacy, CRM management, and workflow automation to drive measurable outcomes across Logistics, Human Resources, Corporate Communications, and Commercial Operations.

## CORE COMPETENCIES & TECHNICAL SKILLS

**Operations & Process Management:** Workflow Coordination, Process Tracking & Documentation, Operational Problem-Solving, Bottleneck Resolution, Quality & Compliance Standards.

**Communication & Stakeholder Relations:** Bilingual Business Communication, Cross-Functional Alignment, Public Speaking & Group Training, Client Enablement, Conflict De-escalation.

**Systems & Digital Tools:** Salesforce Lightning, HubSpot, Google Workspace, Microsoft Office (Excel, Word, PowerPoint), Notion, Project Management Tools.

**AI & Workflow Automation:** Advanced Prompt Engineering & AI Workflow Acceleration (Claude, ChatGPT, Gemini), Research Enrichment, Digital Asset Management (Adobe Photoshop, Premiere, Canva).

**Languages:** English (Advanced / Bilingual Academic Proficiency — C2 Level), Turkish (Native).

## PROFESSIONAL EXPERIENCE

### Armeda Studios — Project Lead & Independent Developer

Jan 2026 – Present

- Orchestrated the end-to-end product and operational lifecycle for the mobile application "Mummy Swing," directing the project from initial concept and UI/UX design to successful release on the Google Play Store.
- Managed platform compliance, quality assurance testing, localization pipelines, and release integrations via Google Play Console.
- Executed a zero-budget digital launch and distribution strategy for a global audience, demonstrating high autonomy, technical problem-solving, and cross-functional project execution.

### English Time — Communication & Training Specialist

Jun 2024 – Apr 2026

- Delivered structured instructional sessions and presentations for diverse cohorts of 30+ adult learners, translating complex linguistic concepts into clear, engaging, and actionable training modules.
- Facilitated client onboarding, monitored learner progression, and de-escalated stakeholder concerns, substantially improving participant retention and course completion rates.
- Analyzed performance metrics and adapted delivery methodologies to meet organizational service and learner satisfaction benchmarks.

### Sarbaş A.Ş. — Operations & Customer Relations Specialist

Aug 2022 – Apr 2024

- Supervised daily operational workflows and public-facing transactions for 100+ daily stakeholders across municipal facilities under strict service-level agreements.
- Resolved real-time operational bottlenecks, managed high-stress customer interactions with tact and diplomacy, and maintained comprehensive daily transaction logs.
- Optimized frontline communication channels between customers and administrative personnel, driving higher service efficiency and stakeholder satisfaction.

## EDUCATION

### Kocaeli University — Bachelor of Arts in English Language and Literature

Graduation: June 2026

- Coursework & Focus: Advanced Communication & Rhetoric, Instructional Design, Cross-Cultural Analysis, and Professional Presentation.

## CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

**CRM & Business Systems:** Salesforce Trailhead – CRM Fundamentals for Lightning Experience; HubSpot Academy – Inbound Certification; HubSpot Sales Hub Software Certified.

**Operational Methodologies:** Process Optimization Frameworks, Stakeholder Lifecycle Management, Data-Driven Pipeline & Operations Tracking.

**Interests & Pursuits:** Workflow Automation & AI Integration, Hardware Troubleshooting, Classical Literature, Tactical Boxing & Physical Conditioning.