AMMAR IBRAHIMLI

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PROFILE

Responsible and adaptable university student currently studying Civil Engineering at VILNIUS TECH. Experienced in customer communication, coordinating bookings and schedules, and handling complaints professionally. Fluent in English and able to communicate in Turkish. Detail-oriented, calm when addressing customer concerns, and comfortable working with people from different backgrounds. Seeking a part-time position in visitor services, museum operations or security support.

WORK EXPERIENCE

Operations Manager | Duct Pros — August 2025 – January 2026

- Managed customer communications and responded to enquiries and service requests.
- Coordinated bookings and appointment schedules to support smooth daily operations.
- Handled customer complaints and resolved issues professionally.
- Maintained organized records and communicated with customers to ensure requests were addressed.

Book Translation Projects — January 2024 – February 2025

- Contributed to book translation projects, adapting written content while preserving its original meaning and context.
- Reviewed written materials carefully, developing attention to detail, accuracy and consistency.
- Worked independently with materials requiring careful checking and clear communication.

EDUCATION

Bachelor of Engineering Sciences – Civil Engineering
VILNIUS TECH | September 2026 – Present

KEY SKILLS

Customer communication and visitor assistance • Handling complaints and difficult enquiries • Attention to detail and accuracy • Following procedures and instructions • Time management and organization • Teamwork and coordination • Problem-solving and adaptability • Basic computer skills

LANGUAGES

English — C1 (Advanced) • Turkish — B2 (Upper-intermediate) • Lithuanian — Beginner / currently learning

ADDITIONAL INFORMATION

Seeking part-time employment alongside university studies.