

Zissel Arbanas

Manager

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📍 3770 North Front Street,
Fayetteville, AR 72703

Education

**Bachelor's in Business at
Cornell University, Ithaca, NY**

Aug 2013 - May 2018

I learned how to use Microsoft
Excel, PowerPoint, and Word.

Links

[linkedin.com/in/zisselarbanas](https://www.linkedin.com/in/zisselarbanas)

Skills

Leadership

Communication

Problem-solving

Organization and time
management

Team building and motivation

Conflict resolution

Creativity

Languages

English

Arabic

Profile

A Manager with more than 4 years of experience in the IT industry. I have experience in managing teams of up to 10 people and have a proven track record in delivering projects on time and within budget. My technical skills include knowledge of networking, operating systems, database administration and software development. I am also proficient in project management tools such as Microsoft Project and Visio. I am looking for a challenging role that will allow me to utilize my skills and experience in delivering successful projects.

Employment History

Project Manager at McDonald's - Illinois

Feb 2022 - Present

- Hired and trained a team of 5 customer service representatives who achieved high levels of customer satisfaction.
- Implemented new policies and procedures that reduced average handle time by 20%.
- Achieved first place in monthly sales goals for 3 consecutive months.
- Developed training materials and conducted trainings for new hire orientation, product knowledge, and care process improvement. These initiatives led to a reduction in callbacks by 30%.
- Led teams through difficult transitions including organizational changes which resulted in minimal impact to the business or customers.

Program Manager at Burger King - New York

Aug 2018 - Dec 2021

- Delivered \$2.5M in annualized cost savings through optimized supply chain management.
- Improved customer satisfaction ratings by 5% points year-over-year.
- Reduced manufacturing scrap rate from 12% to 4%.
- Consolidated 3 legacy systems into 1 modern ERP platform.
- Implemented lean manufacturing principles across all production lines.

Certificates

Certified Management Accountant (CMA)

Aug 2020

Chartered Financial Analyst (CFA)

Feb 2019

Certification in Production and Inventory Management (CPIM)

Aug 2017