

# Curriculum Vitae


## Ayse Sisman


Dedicated and ambitious, who has a heart for people. Always been fascinated by different cultures.


A multitasker who is able to handle simultaneous situations of resolving conflicts and providing guidance for those in need with professionalism and efficiency.


With my outgoing personality, my positive attitude, and my willingness to learn and extend my knowledge I will show you that I'll be a great asset for your company

### Personal

 Ayse Sisman  
28/08/1992

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### Skills


#### Languages:

Dutch 

French 

English 

Turkish 

German 

#### Interpersonal skills:

- Excellent written and verbal communication skills
- Patience, determination and persistence to troubleshoot client issues
- Experienced in managing diverse groups of people/cultures
- Team leader and team player
- Experienced in coaching and guiding
- Quick learner
- Able to adapt easily to different situations and very flexible

### Work experience

Jan 2017 – now      Administrative Expert  
Caisse Auxiliaire d'Assurance Maladie-Invalidité  
Federal Government Institution

- Working with and helping refugees to get integrated in the system: language school registration, health insurance registration, start contributing to social security, find housing, registration in a Public Centre of Social Welfare
- Working with and helping people in poverty to get out of their bad situation: listening to their problems, trying to comfort them, explaining how we're going to solve their problems, asking them to participate in all the actions we take
- Working with legal, justice and police departments: screening statements of refugees
- Working in the international conventions department: intermediary between foreign governments and people in Belgium
- Getting social advantages for people in need: to get people in need free health care, cheaper electricity/water/internet costs, cheaper transportation, ...

### Internship

Employment agency

- Giving trainings: interview trainings, how to make a CV, how to be more comfortable in an interview, ...
- Taking tests: language tests, comprehension tests, verbal reasoning capacity, ...
- Helping people get back on the market after being unemployed for long time. Looking for the problem/reason of being unemployed and trying to find a solution with the person concerned.
- Finding the best matches for businesses: screening profiles, meetings with HR-managers about what they are looking for, ...

### Student jobs:

#### Sales:

- Levi Strauss & Co: Be involved in stock control and management, assisting shoppers to find the goods and products they are looking for, being responsible for processing cash and card payments, stocking shelves with merchandise
- Belspeed/Superdry: preparing orders and checking stock

#### Administration:

- WEBA Gent: placing and following up orders, checking payments, working together with the accountancy department to follow up payments, ...

## Education & qualification

### Computer competence:

- Microsoft Office:  
Word/Excel/Access/Publisher/  
Outlook/PowerPoint/...
- Dokeos
- Minerva/Smartschool
- BOB-accountingsoftware

## Volunteer experience

Amanatrust: Orphans/Homeless  
Founder Moderation: created one  
platform for PR-offices with different  
bloggers

## Activities and interests

Charity/refugee work, travelling

Now

Business Administration  
Laudius – Homeschooling

Sep 2011 – Jun 2016

Master in Law  
University of Brussels (VUB)

Jun 2011

Business Management  
Provinciaal Handel-en Taalinstituut

Sep 2004 – Jun 2011

Business/Commerce – languages (A2)  
Provinciaal Handel-en Taalinstituut

## Certificates

2019

French

2019

Dealing with aggression

2016

Distribution & logistics

2016

Social law and payroll calculation