

# Mustafa Fidan

IT Project Manager

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## PROFILE

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IT Project Management graduate with hands-on experience in Agile/Scrum methodologies, stakeholder management, and cross-functional team coordination. Proficient in Jira, MS Project, Confluence, and Trello. Demonstrated ability to drive process improvements, manage project risks, and deliver data-driven insights. Multilingual (English C1, Turkish native, Polish B1), with a track record across IT, data, and client-facing environments. Currently completing an MSc in IT in Business at WSB Merito Bydgoszcz. Experienced in defining and tracking KPIs to measure project performance and operational efficiency.

## PROFESSIONAL EXPERIENCE

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### Data Labeler / AI Trainer — TELUS International Sp. z o.o.

07/2025 – 01/2026 | Poland · Remote

- Annotated and classified large-scale datasets to train AI models, maintaining accuracy rates above 90% across batches of 100+ records per day.
- Participated in data validation and quality control (QA) processes, reducing annotation error rates by approximately 15% through structured feedback cycles.
- Identified systematic data inconsistencies and submitted actionable reports to improve pipeline efficiency and machine learning model precision.
- Collaborated within a cross-functional remote team to meet daily production targets and quality benchmarks.

### Career Development & Certification Period —

04/2023 – 07/2025 | Poland

- Completed 9 professional certifications in project management, agile methodologies, and AI/ML, while actively pursuing an IT Project Manager role and enrolling in an MSc IT in Business programme at WSB Merito Bydgoszcz.

### Pre-Accountant (Junior Accountant) — MSN Group Sp. z o.o.

10/2022 – 04/2023 | Warsaw, Poland

- Led process improvement initiatives across administrative and invoicing workflows, reducing document processing time by ~20% through requirements gathering and process standardization.
- Prepared and managed employment contracts and legal compliance documentation for a team of 30+ employees.
- Collected and analyzed operational metrics to support cost reduction initiatives, contributing to a 10% decrease in administrative overhead.
- Provided English–Turkish translation services to support cross-team communication and client onboarding.

### Sales Representative — TUNC Real Estate

03/2020 – 09/2022 | Mersin, Turkey

- Managed a portfolio of 50+ active clients, achieving consistent monthly sales targets through consultative selling and needs analysis.
- Developed targeted sales strategies based on market research, increasing client engagement and repeat business by approximately 25%.
- Coordinated cross-functional efforts across legal, finance, and operations teams to ensure seamless service delivery and client satisfaction.

### Sales Representative — ISBIR Akdeniz Optic

07/2018 – 01/2020 | Mersin, Turkey

- Managed client portfolios and drove consistent sales growth, meeting or exceeding monthly targets for 18 consecutive months.
- Analyzed market trends and customer preferences to adapt sales strategies, contributing to a year-on-year revenue increase.
- Trained in technical product knowledge to advise customers effectively, maintaining a high satisfaction and retention rate.

## Biology Teacher — UZAY VIP Kisisel Gelisim Kursu

09/2017 – 06/2018 | Mersin, Turkey

- Designed and delivered engaging biology lessons for groups of 20–30 students, improving class average exam scores by 18%.
- Developed individualized learning plans for underperforming students, resulting in measurable improvement within one semester.
- Collaborated with colleagues on interdisciplinary projects and maintained open communication with parents and school administration.

## EDUCATION

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### WSB Merito Bydgoszcz

Master's Degree — IT in Business: IT Project Manager 03/2024 – 03/2026

### Abant Izzet Baysal University

Bachelor's Degree — Biology (100% English) 09/2011 – 06/2017

## CORE SKILLS

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**Project Management:** MS Project, Jira, Trello, Confluence, ProjectLibre, Scrum, Agile, Sprint Planning, Backlog Management, Stakeholder Management, Risk Management, SDLC, Waterfall

**Data & AI:** Data Annotation, Data Labeling, Machine Learning Datasets, Quality Assurance (QA) for AI, Data Collection, Data Validation, Report Writing

**Technical:** Microsoft Office Suite (Excel, Word, PowerPoint), Google Workspace, HTML, Cisco Networking

**Soft Skills:** Critical Thinking, Problem Solving, Team Collaboration, Leadership, Customer Relationship Management, Change Management

**Languages:** Turkish (Native) · English (Fluent — C1) · Polish (Conversational — B1)

## CERTIFICATIONS

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- Foundation of Project Management — *Coursera, 2025*
- Project Initiation: Starting a Successful Project — *Coursera, 2025*
- Project Planning: Putting It All Together — *Coursera, 2025*
- Generative AI for Project Managers — *Coursera, 2025*
- Project Management & Agile Fundamentals — *Santander, 2025*
- Project Risk Management — *Coursera, 2025*
- PMP Exam Preparation Specialization — *Coursera, 2025*
- People Leader Fundamentals — *Santander, 2025*
- Storytelling for Digital Marketing — *Telus Digital, 2025*