

Isabel Demirel

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Date of birth	16.02.1999	Nationality	Swedish
Place of birth	Ystad, Sweden		

PROFILE

I have quite an all-around background in my work and educational life, both experience working independently but also in both bigger and smaller teams. My past working in the service and sales industry as well as design and technical services has given me insight, knowledge and a better understanding for different kinds of work.

- Transparent, straight-forward, and respectful communication, with the ability to work autonomously or closely with team members.
- Motivated and passionate about my work and always looking for ways of improvement and learning new skills.
- Creative and big-picture thinking while maintaining focus on priorities, deadlines and organization.

LANGUAGES

Swedish	Native speaker	Danish	B2
Turkish	Highly proficient	German	A2
English	Highly proficient		

EMPLOYMENT HISTORY

Jul 2022 — Nov 2022	Customer experience, TIER mobility	Berlin
	<ul style="list-style-type: none">• Helped creating an outstanding customer experience, by informing our customer care of the correct way of handling different situations.• Translation and SEO for app and website.• Helped develop new processes for better handling of different situations that may arise.	
Mar 2022 — May 2022	Barista, Brammibals	Berlin
	<ul style="list-style-type: none">• Made sure costumers were greeted with a smile and into a friendly environment.• Adhered to all sanitation and health guidelines.• Remained knowledgeable about food industry trends and cultures.• Staying up to date with knowledge on our specialty coffee.• Making specialty coffee and serve it in a presentable high quality manor.	
Aug 2019 — Jul 2021	Customer and design specialist, Vistaprint GmbH	Berlin
	<ul style="list-style-type: none">• Help create marketing materials in collaboration with customers - ie. flyers, posters, business cards etc.• Helped out with SEO.• Back-office - printing problems, payment problems etc.• Internal courses: brand & marketing (2 days), design course (2 days), communication 3 days)• Worked well independently and on a team to solve problems.• Enthusiastically performed tasks that were outside of my job description.	
Jan 2019 — Jul 2019	Sales agent, PlanOneSolution	Berlin
	<ul style="list-style-type: none">• Processed orders by obtaining and verifying customer information.• Developed trust in prospective customers by talking them thru the sales process and closed deals.• Contributed with a positive spirit that lead me to exceed sales goals.• Provides product/service information by answering questions; offering assistance.• Handled both inbound and outbound inquiries and questions from prospective clients.• Served as a friendly, hardworking, and punctual employee.	
Nov 2018 — Jan 2019	Sales agent/Recruitment assistant , TMPO - Berlin	Berlin
	<ul style="list-style-type: none">• Interviewing/hiring new possible employees.• Processing orders by obtaining and verifying customer information.• Provides product/service information by answering questions; offering assistance.• Worked to ensure a positive and hassle-free customer experience.• Identified and maximized sales opportunities, and increased customer retention rates.	

Jun 2018 — Sep 2018	B&B assistant , Tryde 1303	Tryde
	<ul style="list-style-type: none"> • Helping out in the kitchen with food prep and cooking • Waitress • Keeping the café, restaurant and boutique clean • Check in and out • Helping customers with questions regarding their stay, food or boutique 	

Jun 2013 — Aug 2015	Waitress, Måns Byckare - bar och matsal	Simrishamn
	<ul style="list-style-type: none"> • Provide the best possible service experience for the guests • Present menu, answer questions and make suggestions • Serve the Guest in an accommodating manner • Assist in keeping the restaurant clean and safe 	

EDUCATION

Jan 2021 — Jun 2021	Introductory course in Java, Lulea University of Technology	Luleå
	<ul style="list-style-type: none"> • Main focus on problem solving thru structure that is then transmitted into Java 	
Aug 2015 — Jun 2018	Upper secondary economy school, Korrespondensgymnasiet	Torsås

PERSONAL SKILLS	Social Skills	Computer Skills
	Quick Learner	Networking
	Proficient sales person	Creativity & Problem Solving

REFERENCES	References available upon request
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COURSES