



Eda Keskin

Customer Relations
Specialist

Contact

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Ankara

About Me

An empathetic and solution-oriented Customer Relations Specialist with 3 years of experience, focused on maximizing customer satisfaction. I am proficient in complaint management, customer loyalty programs, and proactive customer communication. My strong communication skills enable me to effectively resolve customer issues and build long-term relationships.

Education

- Bachelor of Science: Public Relations and Advertising
Gazi University
September 2017 - June 2021

Skills

- Customer Relationship Management (CRM)
- Complaint Management
- Communication Skills (Verbal and Written)
- Problem Solving
- Empathy
- Stress Management
- Salesforce Service Cloud
- MS Office
- Customer Focus

Experience

- Customer Relations Specialist**
Major Telecommunications Company, Ankara
July 2022 - Present
 - Managed an average of 500 customer inquiries and complaints per month via phone, email, and live chat, increasing customer satisfaction by 10%.
 - Analyzed customer issues to identify root causes and collaborated with relevant departments to develop solutions.
 - Developed and implemented proactive communication strategies to enhance customer loyalty.
 - Collected customer feedback and contributed to product and service improvement processes.
 - Effectively utilized CRM software (Salesforce Service Cloud).
- Customer Service Representative**
Online Retail, Ankara
September 2021 - June 2022
 - Answered customer questions and provided product information.
 - Assisted with order tracking and return processes.
 - Professionally managed incoming calls and emails.