



# 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.