



## Tolga Cavga

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1999 (26 Age)

İzmir , Konak

### Private Info

Gender

Male

National Status

Republic of Turkey

Military

Postponed

Postponed Date

December 2027

Driving Licence

B,A2

## Resume Summary

Throughout my experience as a customer representative, I have developed strong adaptability to fast-paced environments, problem-solving skills, and effective communication abilities. My user-focused mindset has allowed me to provide quick and empathetic solutions to challenging customer requests, enhancing overall customer satisfaction. Additionally, I maintain a disciplined and continuous learning approach to my work.

I am now applying these skills as a Junior Frontend Developer in the field of web development. I am proficient in React, JavaScript, HTML, and CSS, and I am passionate about building modern, user-friendly web applications. Through personal projects, I have gained experience in Git, API integration, and responsive design.

I thrive in team environments and leverage my analytical thinking skills to deliver effective solutions. I am committed to continuous learning and growth, aiming to become a valuable part of a dynamic development team.

I am open to new opportunities as a Frontend Developer!

## Experience

### Call Center Customer Representative

Concentrix | December 2022 - October 2024

İzmir, Permanent / Full-time

Call center services Sector, Customer Services / Call Center Department

- Maintaining a positive, empathetic, and professional attitude towards customers at all times.
- Responding promptly to customer inquiries.
- Answering customer questions regarding products and services, and providing information about alternative solutions.
- Analyzing customer needs and preparing product or service reports to ensure customer satisfaction.
- Communicating with customers through various channels.
- Recording customer interactions, including transactions, feedback, and complaints.
- Listening to customer complaints and providing effective solutions.
- Offering feedback on the efficiency of the individual customer service process.
- Ensuring the confidentiality of customer and company information.
- Remaining calm and providing professional support in stressful customer situations.

### Information Technologies Intern

İzmir Büyükşehir Belediyesi | September 2017 - June 2018

İzmir, Intern

Information Technology Department

- Ensuring the seamless operation of existing software and hardware to maintain system efficiency.

- Creating separate panels for all personnel to log in and manage the system.
- Generating unique usernames and passwords for personnel and distributing them accordingly.
- Maintaining continuous communication infrastructure for personnel.
- Evaluating responsibilities related to the programs and devices used by different departments.
- Providing necessary technical support to personnel.
- Monitoring and auditing applications.
- Identifying issues and resolving them promptly.
- Installing relevant software on employees' computers.
- Assigning and registering IP addresses for new system users.
- Directing unresolved computer malfunctions to the relevant departments if they are still under warranty.

## Education

### Anadolu University

Open Learning Faculty, Computer Programming, Turkish, Open Education | September 2021 - Ongoing

Associate Degree

### Mugla Sitki Kocman University

Fethiye Ali Sitki Mefharet Koçman Vocational School, Administration of Tourism and Hotel, Turkish, Formal Education | September 2021 - Dropped Out

Associate Degree

### Konak Mustafa Kemal Atatürk Mesleki

Information Technologies, Anatolian Trade Vocational High School | June 2018

High School

## Languages

English (Good), German (Beginner)

## Skills

HTML, CSS, JavaScript, React.Js, Responsive Design, Github, Api, UI, UX, Terminal Server, Database, Problem Solving, Algorithms, Customer Relationship, Customer Focus

## Certificate / Seminars and Courses

## 1. Aşama Temel Programlama Eğitimi Başarı Sertifikası

Siliconmade Academy | September 2022

Training completed on algorithms, variables, data types, operators, and loops.

## AFAD FARKINDALIK EĞİTİMİ

AFET VE ACİL DURUM YÖNETİM BAŞKANLIĞI(AFAD) | November 2021

Awareness, Attitude, Behavior, Attitude-Behavior Relationship, Disaster Management Process: Mitigation/Prevention, Preparedness, Response, and Recovery Phases.

## Pre-Advanced (Level 10)

INTERNATIONAL LANGUAGE ACADEMY OF CANADA | June 2021

Fluent English Speaking, Writing, and Listening Skills

## Bilişim Teknolojileri Alanı Web Programcılığı Dalı

T.C. Milli Eğitim Bakanlığı | June 2018

Fundamentals of Web Development, HTML, CSS, JavaScript, and Database Management.

## 1. Aşama Temel Programlama Eğitimi

Siliconmade Academy | July 2022 - September 2022

Algorithms and Fundamental Programming Languages (C#, C, C++, Java, Python)

## Hobbies and Interests

- Coding & Web Development – Exploring new technologies and developing projects
- Technology & Software Books – Reading about algorithms, data structures, and programming
- UI/UX Design – Researching user-friendly interfaces and modern design trends
- Motorcycling – Long-distance rides and exploration trips
- Music – Discovering different music genres and an interest in playing instruments
- Movies & TV Shows – Watching sci-fi and technology-themed productions
- Barista & Coffee Culture – Interest in brewing techniques and coffee culture

## Social Media Links

[linkedin.com/in/www.linkedin.com/in/tolgaacavgaa/](https://www.linkedin.com/in/tolgaacavgaa/)

[github.com//github.com/Cavga1903](https://github.com/Cavga1903)