Contact

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www.linkedin.com/in/tuğsan-torunoğlu (LinkedIn)
tugsan84.github.io/CV (Personal)

Top Skills

Browserstack
JIRA
MsSql

Tuğsan Torunoğlu

Software & API & Product Support Specialist / API Integration & Automation / API Documentation
Türkiye

Summary

I work as a Software, API, and Product Support Specialist. I have experience with API integration, automation, and writing API documentation. I use tools like Postman, SOAP UI, and work with formats such as JSON, XML, and databases like SQL/MSSQL.I have created automated tests in SOAPUI and helped solve technical problems related to APIs. I enjoy working in roles where I can keep learning and improve my technical skills.I'm also interested in working in areas like QA Testing or Data Analysis. I'm open to roles where I can support technical teams and grow with new challenges.My Personal Website >> https://tugsan84.github.io/CV

Experience

BiletBank
API & Product Support Specialist
October 2024 - Present (1 year 2 months)

*Solving customer problems

*Understanding customer needs and reporting them

*Documenting API Web Service

*SoapUI usage and automation

*MSSql usage for data inspection and acquisition

Yıltur
Graphic Designer
February 2022 - Present (3 years 10 months)

*Various graphic designs for tourism company

Beyn Technology
Product Support Specialist
August 2020 - February 2022 (1 year 7 months)

*Intermediary between customer and technical teams.

*Creating tasks using JIRA and FAVRO and escalating to teams when customer problems and requests emerge

*Solving customer problems

*Understanding customer needs and reporting them

*Testing the products when necessary

Sportsdata
Data Operator
April 2019 - May 2020 (1 year 2 months)

*Data insertion of sports statistics

Organisation
Graphic Designer
March 2018 - April 2019 (1 year 2 months)

*Various graphic designing,website creating,video editing works

Avrupai Tur Seyahat Acentesi
Tour Coordinator
July 2017 - March 2018 (9 months)

*Foreign and local hotels search and making deals

*Giving information to guests about tour programs and visa procedures

*Making sales to guests who want to join the tours

*Management of social media of the company

*Graphic designs for banners of the company

Hazerspor
Graphic Designer
January 2013 - June 2017 (4 years 6 months)

*Graphic design for website banners

www.pinarcookiehouse.com
www.pinarcookiehouse.com
December 2010 - December 2013 (3 years 1 month)

*The design , development and SEO (Search Engine Optimization) of www.pinarcookiehouse.com web site.

www.oyaevyemekleri.com
www.oyaevyemekleri.com
February 2011 - February 2012 (1 year 1 month)

*The design , development and SEO (Search Engine Optimization) of www.oyaevyemekleri.com web site.

ASSISTT Rehberlik ve Müşteri İlişkileri A.Ş.
Agent
February 2011 - January 2012 (1 year)

*Call center service for international lines(English) of THY(Turkish Airlines)

Çetinkol Kuyumculuk San. ve Tic. Ltd. Şti
Webmaster
July 2010 - September 2010 (3 months)

*Update and Development of Company's Web Site

*Image and Catalog Design and Editing

*Webmaster

Sentim Bilişim
Intern
June 2007 - August 2007 (3 months)

*Department of Technical Service

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Education

Information Systems and Technologies