

## Contact

Ataşehir/İSTANBUL  
nttorunoglu1984@hotmail.com

[www.linkedin.com/in/tuğsan-torunoğlu](https://www.linkedin.com/in/tuğsan-torunoğlu) (LinkedIn)

## 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.

---

## 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](http://www.pinarcookiehouse.com)

[www.pinarcookiehouse.com](http://www.pinarcookiehouse.com)

December 2010 - December 2013 (3 years 1 month)

- \*The design , development and SEO (Search Engine Optimization) of [www.pinarcookiehouse.com](http://www.pinarcookiehouse.com) web site.

[www.oyaevyemekleri.com](http://www.oyaevyemekleri.com)

[www.oyaevyemekleri.com](http://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

---

## Education

Information Systems and Technologies