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# Y U S H A S E N G U L

## EDUCATION

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2021 (Anticipated) The Hague University of Applied Sciences  
Den Haag, Zuid-Holland  
Bachelor of Science, User Experience Design (Communication and  
Multimedia Design)

## SUMMARY OF QUALIFICATIONS

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- Proficiency in addressing customer complaints, increasing customer satisfaction and improving overall user experience.
- Expertise in providing comprehensive office support in busy work environments.
- Experienced in point of sales transactions, accounts receivable management and billing.
- Adept in use of Excel, QuickBooks & Adobe Graphic Design programs.
- Coursework completed in programming, marketing, computer information systems, and user-data management.

## PROFESSIONAL AND VOLUNTEER EXPERIENCE

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2018-2019                      B-2-B Call Center                      Rotterdam, Zuid-Holland  
*Associate, Customer Service Desk*

- Developed Excel-based database for documenting customer concerns; decreased response time for service & product complaints.
- Served as liaison for partners to obtain and submit legal documents and offers from opposing counsel.

2016-2017                      Hometown Foodbank                      Rotterdam, Zuid-Holland

### *Volunteer*

- Adept at point of sales operations. Received recognition as top cashier four months in a row.

- Assisted in stocking of merchandise and distributing of advertisements.