

# AKIN GUNGOR

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Motivated bilingual IT support technician skilled in customer service and ticketing systems. Seeking a new position in dynamic, growth-oriented company focused on cultivating exceptional customer experience and a positive work environment. With over 5 years of experience in the field, provided hands-on and remote troubleshooting and technical support while building rapport in fast-paced environments. I bring attention to detail and dedication to improve each technical task.

## Experience

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### Freelance Technical Consultant

E-Learning Developer

Sept 2019 – Present

- Developing interactive and dynamic e-learning materials used for safety certifications.
- Plan the content outline in collaboration and implement learning objectives of each module.
- Communicate effectively with individuals of every level and meet deadlines.

### Ubreakifix

Operations Manager

Rochester | NY

Feb 2020 – Aug 2021

- Expanded consumer solutions by utilizing existent IT services to increase revenue, reputation, and profitability.
  - Increased consumer satisfactory by 20% and achieved 48% revenue growth over the previous year.
- Provided multi-collaborative support to other branches and resolved escalated tickets within cross-functional teams.
- Created support service tickets and used web-based ticketing systems to track and deliver support services.
  - Worked with Samsung, Google, Apple and internal help desks to escalate and resolve tickets.
- Resolved 50+ PC and mobile client support issues daily.

### Batteries Plus Bulbs

Senior Technical Support Engineer

Rochester | NY

Aug 2018 – Feb 2020

- Served as an acting supervisor and provided IT mentoring to new team members.
- Provided IT support services at both enterprise and consumer level, troubleshooting and system operation.
- Maintained and closed 20+ service tickets daily with 95% success.
- Completed WISE Level 2 Certification to meet the industry standards.

### T-Mobile

Apprentice, Internship

Rochester | NY

Aug 2015 – Aug 2018

- Assisted in the planning and implementation of a help desk service ticketing system.
- Upgraded online payment system hardware, reducing processing time by 30%.
- Identified and procured new vendors, achieved a 20% decrease in product and service costs.

## Skills

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Communication · Logical Thinking · Leadership · Teamwork and Collaboration · Goal Oriented · Customer Service  
Turkish (Fluent) · HTML · CSS · Microsoft Office · Windows · OSX · Linux · Android/iOS

## Education

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### Monroe Community College

A.S. Information and Technology

Rochester | NY

Oct 2015 – Dec 2017

Honors: Dean's List 2016, 2017 | GPA: 3.6/4.0

### Yalova University

Completed English Prep. School

Yalova | Turkey

Sep 2012 – June 2014

Completed 25 credits towards B.S. Chemical and Process Engineering