

# AKIN GUNGOR

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Enthusiastic Junior Frontend Developer with over 2 years experience building and maintaining responsive websites. Fluent in Turkish both verbally and written. Proficient in HTML, CSS and JavaScript plus modern libraries and frameworks. Seeking opportunity to develop within a leading tech organization that offers continued education and growth.

## Experience

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### Junior Frontend Web Developer

Jan 2018 – Present

- Creating modular, responsive templates using modern CSS techniques and JavaScript libraries.
- Translating Figma designs into stable and maintainable React components.
- Implementing a mobile-first approach and strategy.
- Source version control experience using Git.
- Performing bug fixes and code reviews.

### E-Learning Developer

Sept 2019 – Present

- Developing interactive and dynamic e-learning materials used for safety certifications.
- Planning content outlines in collaboration and implementing learning objectives of each module.
- Communicating effectively with individuals of every level and meeting project deadlines.

### Ubreakifix

Rochester | NY

#### Operations Manager

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.
- Created support service tickets and used Jira ticketing systems to track and deliver support services.
  - Worked with Samsung, Google, Apple and internal help desks to escalate and resolve tickets.
- Provided multi-collaborative support to other branches and resolved escalated tickets within cross-functional teams

### Batteries Plus Bulbs

Rochester | NY

#### Senior Technical Support Engineer

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 over 30 service tickets daily.
- Completed WISE Level 2 Certification to meet the industry standards.

### T-Mobile

Rochester | NY

#### Apprentice, Internship

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) · Microsoft Office · Windows · OSX · Linux · Android/iOS  
Development: HTML · CSS · JavaScript · ReactJS · NodeJS · Tailwind CSS  
Version Control: GIT

## Education

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### Monroe Community College

Rochester | NY

#### A.S. Information and Technology

Oct 2015 – Dec 2017

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

### Yalova University

Yalova | Turkey

Completed English Prep. School

Sep 2012 – June 2014

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