AKIN **GUNGOR**

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Bilingual IT professional with several years of client support and leadership experience. Resourceful and proactive, with effective communication skills. Enthusiastic to assist others get the foremost out of technology.

Fluent in Turkish and English.

Professional Experience

Freelance Technical Consultant
E-Learning Developer   Sept 2019 – Present

- Developing interactive and dynamic e-learning materials that can incorporate knowledge testing and simulations.
- Plan the content outline and learning objectives of each lesson.
- Communicate effectively with individuals of every level.

Ubreakifix   Rochester | NY
Operations Manager   Feb 2020 – Aug 2021

- Utilize technical expertise and communication to enhance consumer satisfaction and increase revenue, reputation, and profitability.
  - Achieved 48% revenue growth over the previous year and consistently exceeded monthly goals by 15%
- Multi-collaborative and able to work with cross-functional teams.
- Assist end-users with their hardware and software issues.
  - Work with Samsung, Google, and Apple help desks to create and resolve tickets.
- Coordinate and manage several competing priorities.
- Ensure strong knowledge of all products, accessories, pricing plans, promotions, and services.

Batteries Plus Bulbs   Rochester | NY
Senior Technical Support Engineer   Aug 2018 – Feb 2020

- Served as acting manager and provided training to new employees.
- End-user hardware and software support.
  - Enterprise and consumer malware removal and data backup.
- Maintain and close the service tickets while documenting notes and outcomes.

T-Mobile   Rochester | NY
Apprentice, Internship   Aug 2015 – Aug 2018

- Assisted in the planning and implementation of a help desk service ticketing system.
- Implemented new network hardware and software to achieve 30% better network efficiency and sped up the online payment process.
- Identified and procured new vendors, resulting in a 20% decrease in cost.

Skills & Attributes

HTML · CSS · Java · Javascript · SQL
Microsoft Office · Windows · OSX · Linux · TCP/IP · VoIP · LAN · WAN · DNS · VPN

Education

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