

AKIN GUNGOR

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Results-driven bilingual IT professional with over 5 years of client support and leadership experience. Resourceful and proactive, with effective communication skills. Expert at managing technical support operations, diligently troubleshooting issues to identify root causes and prevent recurrence. Process improvement record with a history of implementing new procedures and technologies to strengthen security posture, enhance operational efficiency, and control costs.

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

Operations Manager

Rochester | NY

Feb 2020 – Aug 2021

- Utilized 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.
- Assisted end-users with their hardware and software issues.
 - Worked with Samsung, Google, and Apple help desks to create and resolve tickets.
- Coordinated and managed several competing priorities.
- Ensured strong knowledge of all products, accessories, pricing plans, promotions, and services.

Batteries Plus Bulbs

Senior Technical Support Engineer

Rochester | NY

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

Apprentice, Internship

Rochester | NY

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

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

Education

Monroe Community College

A.S. Information and Technology

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

Rochester | NY

Oct 2015 – Dec 2017

Yalova University

Completed English Prep. School

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

Yalova | Turkey

Sep 2012 – June 2014