

Berk Ketenci | Istanbul, Turkey

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Multilingual customer service specialist and MA student in Sociocultural Anthropology. Experienced in navigating diverse, high-volume support environments for global brands such as Google, Netflix, and Dyson. Passionate about human-centered research, cross-cultural communication, and storytelling through qualitative methods.

## WORK EXPERIENCE

### Career Break

Feb 2020 – Present | Istanbul, Turkey

– Personal and academic development. Pursuing MA in Anthropology while engaging in independent research.

### Customer Service Representative – Google Play Store

Conduent | Oct 2019 – Feb 2020 | United Kingdom

– Handled customer inquiries via email, chat, and outbound calls.  
– Resolved issues related to digital transactions and Play Store functionality.

### Customer Service Agent – Dyson

CPM International Contact Centre | Apr 2019 – Oct 2019 | Barcelona, Spain

– Troubleshoot technical problems with vacuum cleaners over the phone.

### Customer Service Agent – Netflix

Teleperformance | Dec 2018 – Mar 2019 | Lisbon, Portugal

– Supported users with account issues, cancellations, and service-related concerns.

### Kitchen Assistant

Kreuzburger | Feb 2018 | Berlin, Germany

– Assisted with food prep, cooking, serving, and cleaning during short-term visit.

### Sales & Customer Relations

Ketmak Makina ve Tesis Imalat San. Tic. A.Ş. | Nov 2013 – Jun 2014 | Istanbul, Turkey

– Acted as cultural liaison between company and international clients.  
– Led client visits, translated during meetings, and facilitated smooth cross-cultural communication.  
– Represented the company at IFAT exhibition in Munich.

### Intern

Hakikat Adalet Hafiza Merkezi | Sep 2016 | Istanbul, Turkey

– Translated documentation on human rights violations and disappearances.  
– Contributed to global memorialization archives.

## EDUCATION

### Master of Arts (MA), Sociocultural Anthropology

Yeditepe University | Sep 2022 – Present | Istanbul, Turkey

### Bachelor of Arts (BA), Cultural Studies – 240 ECTS

Sabancı University | 2009 – 2017 | Istanbul, Turkey

– Conducted in-depth interviews for anthropology courses.  
– Completed coursework in gender, media, literature, sociology, and philosophy.  
– Language of instruction: English.

### Erasmus Exchange Program

University of Amsterdam | Feb 2017 – Jun 2017 | Amsterdam, Netherlands

– Focus: Gender and Sexuality, Housing, Documentary Film

### Summer School (Visiting Student)

Boğaziçi University | 2016 | Istanbul, Turkey

– Courses: Qualitative Research Methods, Philosophy

### Visiting Student

Concordia University | 2012 – 2013 | Montreal, QC, Canada

– Courses: Censorship in US Culture, Popular Music History, Contemporary Dance

### High School Diploma

Eyüboğlu Eğitim Kurumları | 2005 – 2009 | Istanbul, Turkey

– All classes in English, except Turkish Literature and World History

### High School Exchange

North Clackamas Christian School | 2007 – 2008 | Portland, OR, USA

– Activities: Choir (bass), orchestra (percussionist), football & basketball teams

**SKILLS** – Microsoft Office – Translation (English ↔ Turkish) – Interviewing & Ethnographic Research

– Cross-cultural Communication – chatGPT-ing

**LANGUAGES** – Turkish (Native) – English (Fluent)